PARENTS' FAIR SHARE POLICY AND PROCEDURE

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CHAPTER 1

OVERVIEW

The Parents' Fair Share program is based on the idea that both parents are responsible for supporting their children. Parents' Fair Share can help a non-custodial parent increase their ability to meet their child(ren)'s emotional and financial needs by helping them become self-sufficient. This program can also help a non-custodial parent assume an active and positive role in their child(ren)'s lives.

The Parents' Fair Share program includes assessment and referrals for educational needs, employment needs and supportive services, which are provided through a network of community resources.

PARENTS' FAIR SHARE ELIGIBILITY

Missouri Career Center staff shall not advise clients on issues concerning eligibility for Parents' Fair Share (PFS). All questions should be referred to the Family Support Division/Child Support Enforcement (FSD/CSE).

Eligibility Criteria:

- Is a resident of Missouri.
- Has a current child support obligation on an open FSD/CSE case for a child who does not live with him/her.
- Is 18 years of age or older.
- Is not employed or is underemployed.

  An NCP is considered underemployed if **ALL** of the following criteria are met.
  - The NCP works 20 hours per week or less;
  - The NCP receives wages at the federal minimum wage rate or less, and
  - The NCP has been involuntarily under-employed for at least three months and is unlikely to be fully employed for at least six months without PFS services.
  - Has signed an agreement allowing FSD/CSE to share Parents' Fair Share related information about his/her case with the Division of Workforce Development (DWD). (Related information includes FSD/CSE acknowledging that the potential participant does meet the eligibility criteria for the Parents' Fair Share program.)

All referrals from FSD/CSE to DWD, court ordered participants and certain specific exceptions are considered eligible for Parents' Fair Share.

Promotion of PFS

PFS Poster Boards-Poster Boards have been distributed to each Missouri Career Center. They are to be placed up front in the Career Centers where customers can see them. They ask the four

questions above. Each poster board should be filled with PFS brochures. The brochures should have the PFS Case Manager's contact info stamped on each. If additional PFS posterboards are needed, contact the PFS Coordinator.

INTEREST PROCESS

Any individual expressing interest in PFS will be electronically referred to the FSD/CSE PFS technician for eligibility determination via Missouri Toolbox. A MoRAP will be completed by DWD or partner agency staff in Toolbox. The MoRAP **does not** need to be printed nor signed.

Customers will be offered core Missouri Career Center services with the intent of attaining the ability to pay current and/or past due child support obligations at the earliest possible time.

Initial DWD services will include, at a minimum:

- Great Hires registration.
- Staff Assisted Record within Missouri Toolbox.
- Referral Activity Code (9002 code)

Services Provided by FSD-CSE will include:

- Eligibility determination for Parents' Fair Share.
- Relief from some enforcement remedies (e.g., license suspension, levy and execution, other legal actions), once the PFS referral process begins.

Services Provided by Prosecuting Attorney include:

- Discussion with PFS Case Managers about specific referrals to PFS.
- Non Custodial Parents Court Referred to PFS.
- Non Custodial Parents Court Ordered into PFS.

CHAPTER 2

REFERRAL PROCESS

Referral to Parents' Fair Share occurs by **four** methods.

1. FSD Referral to DWD.

All PFS referrals will be electronically transmitted from FSD/CSE to DWD via Missouri Toolbox. Referrals must be monitored and case management services provided and recorded utilizing Missouri Toolbox. All new referrals indicated on PFS call-in/orientation lists must be sent an orientation letter within **five working days** of the name appearing on the call-in/orientation list. If this is not done, the names will move to the Supervisor's list in toolbox.

Note: Although an orientation letter must be sent by the 5th day from the call in list, the actual call in/orientation date can be scheduled 30 days from the date of the letter being generated.
If the load carrying CSE Tech evaluates that the case is with the Prosecuting attorney, they may attempt to contact the PA to determine if it is okay for the NCP to enroll in PFS. If the PA does not respond in 10 days, the load carrying tech will notify the PFS Tech that the NCP is not eligible, as the PA did not approve.

2. Mo-Rap completed by Missouri Career Center staff checking the PFS box.

Parents' Fair Share Case Managers and Missouri Career Center staff need to ask each individual the following questions before completing a Mo-RAP. When the MoRAP is completed with the PFS box checked, it is sent to the PFS MoRAP list. The PFS Techs use this list as a referral process for eligibility determination. In an effort to ensure that good referrals are submitted, the following questions need to be asked.

1. Do you have an order for child support with current support due?
2. Are you unemployed or underemployed?
3. Are you 18 years old?
4. Are you a Missouri resident?

3. MRP and Probation and Parole Referrals

Parents' Fair Share referrals are faxed or e-mailed to the attention of Marie Sulze, FSD/CSE PFS Coordinator for those offenders in Transitional Housing Units. Probation and Parole staff will fax or e-mail the form to the attention of Marie Sulze, FSD/CSE PFS Coordinator. Both Transitional Housing Unit staff and Probation and Parole staff should follow the DWD Quick Reference Guide to complete referrals to PFS.

4. Prosecuting Attorney (PA) Referrals and Court Ordered Participants

If a court refers an individual to PFS by contacting the PFS Case Manager , the PFS Case Manager should indicate so by completing a:

- "Court Referred" to PFS Alert.

If a court orders an individual into PFS, the PFS Case Manager should indicate so by completing a:

- "Court Ordered into PFS" Alert

The PFS Case Manager can also generate referrals to PFS as well as DWD field office staff. Completing a MoRAP and checking the PFS box will electronically generate a MoRAP for that individual on the PFS-MoRAP list. The PFS-MoRAP list contains names of individuals that have not been referred to DWD by the PFS Tech or that have not been determined ineligble for PFS by the PFS Tech. Once an individual has been determined eligible for PFS or not eligible by the PFS Tech, the individuals name will disappear for the PFS MoRAP list. The PFS Tech will refer to DWD if the individual is eligible for PFS. If the individual is not eligible for PFS, the PFS Tech will send a "Not Eligible for PFS" alert. If determined eligible or ineligible for PFS, the PFS Case Manager must advise the referring PA office by e-mail or fax at a maximum of 72 hours after receiving the referral. A phone call can occur to the PA office as follow up.

Re-Referral

1. Once an individual has been referred to PFS by having a MoRAP completed, they cannot be referred by DWD staff to PFS for **90 days**. This relates to individuals on a call in list that fail to enroll for whatever reason. Toolbox will display a message indicating "referred to PFS in the last six months."

2. If an individual is determined ineligible for PFS by CSE and the alert is put in Toolbox, and the individual comes back again and wants in the program, the PFS Case Manager will advise the individual that they need to contact their Enforcement Technician to be re-referred.

CALL-IN PROCESS

Call-In/Orientation
Prospective participant/enrollee reports in person to the designated Missouri Career Center or any other location outlined in the call-in letter and completes, at a minimum:

The orientation occurs to provide information about: the PFS program and case management.

- Requirements and expectations of the PFS program.
- Services offered through the Missouri Career Center.
- Grievance procedures (Grievance procedures are available on the Missouri Training and Employment Council (MTEC) web site, DWD Issuance 16-99 Change 2).

Call-In/Orientation may be done as a group or individually. They may be conducted in person or over the phone. In most cases, orientation will be done in person. Orientation can be done over the phone, if the NCP calls the office and is interested in enrolling in PFS. The PFS Case Manager can explain the program to them, and if they are interested, set them up for an appointment for the entire enrollment process to be completed, after FSD/CSE has determined eligibility.

The number of individuals to be invited to call-in/orientation will depend on the number of names on the call in list. Usually if 100 individuals are invited to orientation, between 20 and 25 individuals will attend. The maximum to have at one call-in/orientation is 20 to 25.

Orientations need to be held in the areas where the participants reside. If there are 30 referrals from Taney County, then the orientation will be held in Taney County. Orientations should not be held in fast food restaurants, cafes, or other highly public places. There are exceptions to this. Depending on the area, a highly public place may be the only place to hold an orientation. If you must use a café, see if they have a private area that you can use. The site should have internet access so that Toolbox can be used.

Orientation should be held at a time that will ensure a high turnout of attendees/ This may be early in the morning, afternoon, early evening or maybe on the weekend (never on Sunday) It is recommended that call-in/orientation be held during normal working hours (8-5 Monday-Friday). But you may have to try other times to see what works best. The PFS Case Manager's Supervisor must approve any orientation that is scheduled outside normal working hours.

SAFETY IS IMPORTANT. THE PFS CASE MANAGER SHOULD ALWAYS SET UP THE ROOM SO THEY ARE CLOSEST TO THE EXITS. THEY NEED TO CHECK WITH THE FACILITY OUTSIDE OF THE CAREER CENTERS TO DETERMINE PROCEDURES IF THERE IS AN EMERGENCY. THE PFS CASE MANAGER SHOULD NOT PUT THEMSELVES AT RISK. IF PROBLEMS ARISE THAT THEY CANNOT HANDLE, THEY SHOULD STOP THE ORIENTATION, INFORMING THE ATTENDEES THAT IT WILL BE

RESCHEDULED, WHEN AT ALL POSSIBLE, THE PFS CASE MANAGER SHOULD NOT CONDUCT CALL-INS/ ORIENATIONS ALONE.

The PFS Case Manager will conduct the call-in/orientation. They should invite community resources that they use to be guest speakers. An example would be to include someone from Child Support Enforcement, local training program, local drug treatment center, or any other resource that they use. As previously stated, orientations are not to be conducted alone. It is permissible to have more than one PFS Case Manager conducting the orientation.

The PFS Case Manager will prepare a list of all NCPs that have been invited to the call in orientation. At the call-in/orientation, they will check each NCP in and give them a personal information form to complete.

The agenda should include the following. The topics should be covered in general. Do not go into a lot of detail. Detail information will be covered during the assessment. Case situations are not to be discussed. If case situations are brought up, explain that they will be discussed privately during the assessment.

1) Introduction
2) Purpose of the Program
3) Explanation of the Program
    - A) Explanation of how to complete the personal information form
    - B) Job Component Requirement-Job Search. The PFS enrollee is required to make a minimum of 10 job contacts per week, beginning with the enrollment date.
    - C) Assessment and IEP
    - D) Referral for services
    - E) Cooperation with FSD/CSE, PFS Case Manager and service providers
    - F) Monthly Child Support Payments and Possible Temporary Payment Agreement(s). Explain that once the NCP finds employment, an Immediate Income Withholding will be issued.

      Note: Advise participant child support payments should be sent to:
      Family Support Payment Center
      P.O. Box 109002
      Jefferson City, MO 65110-9002

      The payment line is 1-800-225-0530, and they must have their case number. If they do not have their case number, they can call 1-888-761-3665 to obtain it.
    - G) Monthly case monitoring and evaluation
    - H) Exits

4) Explanation of services provided by PFS. It is to be explained that the services are available, but each participant may not receive any of them or all of them. It will be on a case by case situation.
   A) WRE - Work Related Expense
   B) TRE - Transportation Related Expense
   C) Training
   D) Case Management Services
5) Explanation of Child Support Enforcement Services
6) Service providers that are in attendance will do a presentation of their services.

Orientation should last 1-2 hours. After the presentations, the PFS Case Manager must meet with each attendee to enroll them and schedule them for assessment. Done during enrollment.

Step 1: Click on ***Emp & Training Ready Referrals*** Link on the Main Menu screen.

Step 2: Click on ***PFS*** from the Program List.

Step 3: Select the appropriate county or location and then click on ***Go***.

Step 4: Verify that the Call-In Address is correct. If not, enter appropriate address and then enter the activity date. (Call In-Activity date must be at least six days in the future.) Then click on ***Save***.

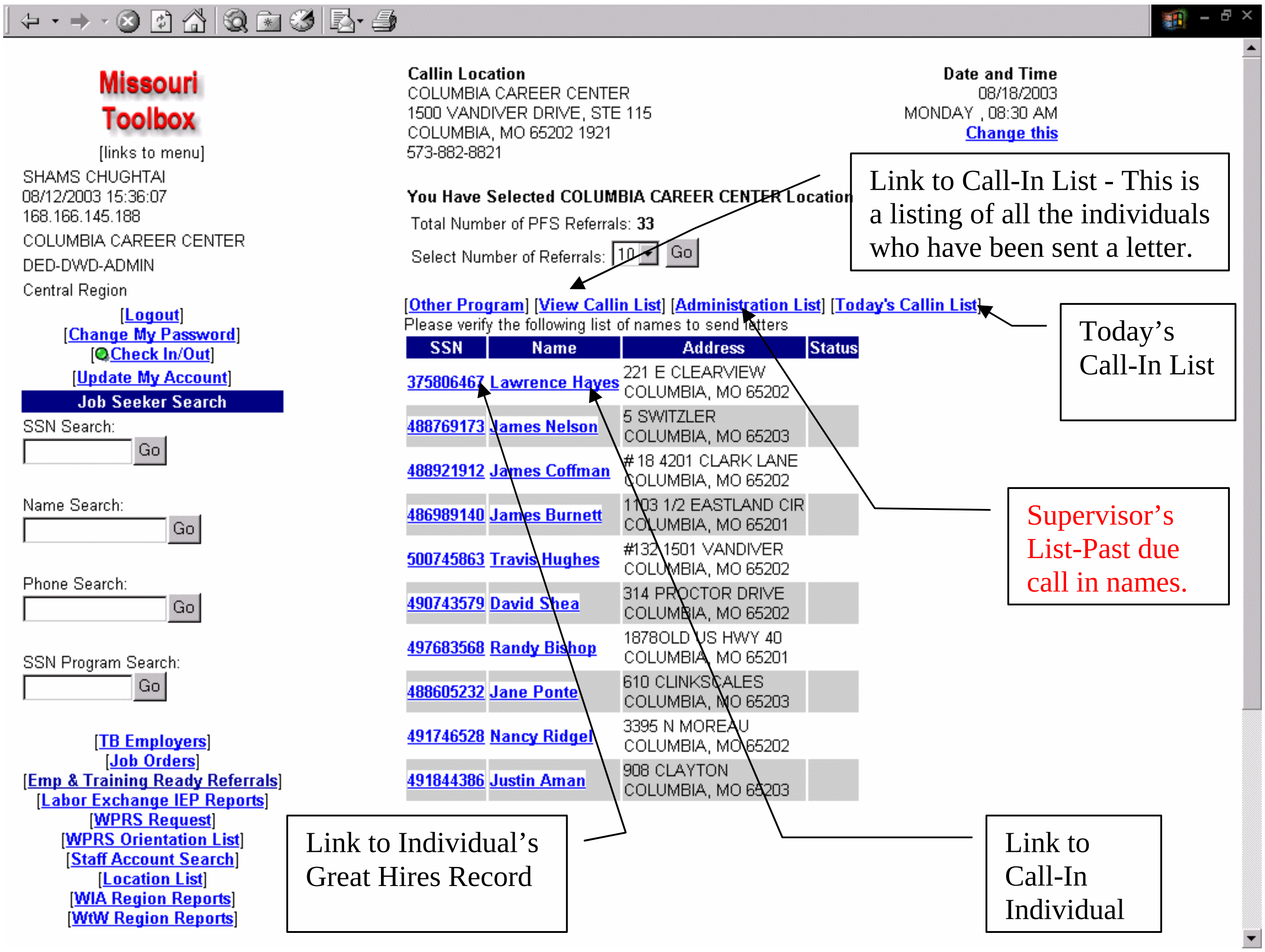
Step 5: Enter an appointment date. The date entered will be the date of the call in. (The earliest activity date that can be used will be specified in parentheses to the right.)

Set Call-in Location, Date & Time

Location Name	ARNOLD CAREER CENTER
Street Address1	3675 WEST OUTER RD
Street Address2	STE 102
City	ARNOLD
State:	MO
Zip Code	63010 - 5231 (ZipPlus Optional)
Location Phone Number	(636) 287 - 8909
Appointment Date	01 / 07 / 2007 (Date needs to be 01/07/2007 or later)
Appointment Time	08:30 AM
Letter Type	1st Letter

Save

Step 6: A list of individuals will appear on your screen. Click on the person's ***Social Security Number*** to access their Great Hires record. To call in the individual, click on their ***Name***.



Step 7: The Call-in Address Screen will appear again. The address for the call in can be changed for each individual. If it is not changed the next name on the call in list will be sent a letter to same location Click on ***Save*** to save the information and send the letter.

Note: Multiple Call-ins: When viewing the Call-in List, more than one individual can be called in. Click on number of referrals. The number of people that can be called in can be adjusted in increments of 10. Click GO. All names on the Call-In List will be called in at once to the address indicated.

View Call-in List

View Call-in List is a history of all Call-In Letters sent.

1. Click on Employment and Training Ready Referrals in blue on the left side of the opening Toolbox page.
2. Click on PFS in blue under METP in the top middle of the page.
3. Select Referrals by County or Referrals by Career Center.
4. Enter an Activity date as specified or a more future date.
5. Click on Save.
6. Click on View Call-in List.

Supervisor's List

The Supervisor's List contains names of individuals that are past due being called in. Names will appear here when a prospective PFS participant's name has been on the call in list for more than 5 days.

1. Click on Supervisor's List.
2. Click on 1st Letter under the Activity.

See View Referral List.

View Referral List

The call in letter will be saved to the View Referral List, which can be viewed by clicking on ***Emp &Training Ready Referrals***, on the lower left side of the Toolbox main page. Click on ***PFS*** in blue.

Step 1: Click on ***Emp & Training Ready Referrals*** in blue, left side on the Toolbox main page.

Step 2: View Referral List is in the middle of the page in blue. This list contains names of individuals that have been called in for an orientation. The names remain on the "Referral List" until the PFS Case Manager sends an alert to the PFS Tech indicating "Enrolled in PFS" or "Did Not Enroll in PFS." When either alert is sent, the name is removed from the list.

Step 3: Clicking on the "1st letter" wording in blue on the left side of the page will allow you to view the call in letter sent.

Multiple Call-ins when viewing the call-in list. More than one individual can be called in. Click on select number of referrals. The number can be adjusted in increments of 10. Click on "GO." All names on the call in list will be called in to the address indicated.

CHAPTER 3

PFS ALERTS

Alerts can be set by PFS Case Managers with two methods.

1. **From Programs Screen**
2. **SSN Program Search**

Note: Alerts from the FSD PFS Referral Screen are to be generated by the PFS Technician.

1. Programs Screen-For Participants

Step 1: From the Program Screen, click on ***Set Alert***.

Step 2: Set Alert Date (required)
Set Alert Type (required)

Indicate any relevant information for the alert.
Click on ***Send Alert***.

2. SSN Program Search-For Call-ins

Step 1: Enter SSN in SSN Program Search Box on the left side of the Great Hires Page and click on "GO."
Step 2: In the Referral Data box on the left, click on (Set PFS Alert) in blue.
Step 3: Set Alert Date
Set Alert Type
Indicate any relevant information for the alert.
Click on ***Send Alert***.

There are **17 types** of Alerts that can be set by the PFS Case Manager. All alerts show in the drop down boxes either from the Program screens or SSN Program search. They will automatically be sent to the PFS Technician from FSD-CSE working the county or zip code the participant lives in.

1. **Address Phone Change -** Send this alert when the participants address or phone has changed.

2. **Court Ordered into PFS -** Send this alert when the court orders someone into the program.

3. **Court Referred -** Send this alert when the court refers someone to PFS. Provide necessary comments in the comments section.

4. **Not Eligible for PFS -** This alert will be sent by the PFS Technician when a MoRAP referral has been reviewed for eligibility determination. The PFS Technician has been

informed by the load carrying Family Support Division/Child Support Enforcement Technician that the individual referred is ineligible for PFS. The load carrying Technician has the final say in eligibility determination.

5. **Attended Orientation-Did Not Enroll in PFS -** Send this alert after a group or individual orientation (Call-in), when a prospective participant attends the Call-in but does not enroll, calls or comes into the Career Center, and indicates that they are employed and don't meet eligibility criteria for underemployed. The individuals name will drop from the **Referral List.**

6. **Did Not Enroll -** Send this alert when the prospective participant **does not attend** the orientation, calls, e-mails, or leaves a voice message and says they are not interested in enrolling for whatever reason.

7. **Missouri Re-Entry Process participant -** Send this alert when the participant is being referred by one of Department of Correction's Transitional Housing Units (THU).

8. **Voc Rehab Referral -** Send this alert when the PFS participant indicates that they believe they have a disability or have filed for SSA or SSI benefits, but are still willing to be engaged in job search/activities. All PFS participants must be willing and able to seek employment to enroll and remain in PFS. The Division of Vocational Rehabilitation will assist individuals with assessing the types of employment they are capable of performing and/or assist individuals with obtaining medical records and processing of disability applications with Social Security.

9. **Assessment Date Scheduled** - Send this alert to the PFS Tech after the NCP has attended a call in/orientation and the assessment date has been scheduled.within 30 days of the call in. The "New Enrollment" link should not be clicked on under the individuals Toolbox Record until after the entire enrollment process has been completed. Reference: PFS Call in and Enrollment checklist.

10. **Last Possible Date for NCP Enrollment** - Send this alert when an NCP fails to attend a call- in/orientation. Reasons for sending this alert could be: the NCP forgot the Call-in/Orientation, NCP received the Call-in/Orientation letter after the call in date, The Call-in Letter was misplaced or lost. This is not a mandatory alert. It can be used if the PFS Case Manager is willing to allow an NCP to enroll, up to 10 days immediately after the missed call in/orientation. Otherwise, the "Did Not Enroll" in PFS alert should be sent to the PFS Tech following the missed Call-in/Orientation.

11. **Suggested TPP Amount -** Send this alert immediately after enrollment suggesting a Temporary Payment Plan amount. An amount needs to be recommended every 90 days by the PFS Case Manager after the re-assessment and IEP have been completed.

12. **Exit Warning -** Send this alert when the participant is not meeting program requirements and a letter has been generated to the participant advising of possible exit. The comments section must be used to specify why an Exit Warning letter is being sent. Ex.1. NCP failed

to keep scheduled appointment 00/00/0000. Ex 2. NCP has missed two child support payments since enrolling in PFS.

13. **Other** - Send this alert when none of the other alerts fit what needs to be communicated. Ex. 1. “Participant moved out of state” Ex. 2. “Participant lost job 11/03/03 due to employer shutting down.” Ex. 3. “Participant complying with program requirements and a license stay is being requested so that NCP can drive back and forth to work.”
This particular alert may require that the PFS Case Manager pick up the phone and call the PFS Case Manager to discuss the request for license stay. If the NCP becomes non-compliant with PFS Case Manager and responsibilities, the license stay can/should be rescinded by the PFS Tech. The above needs to be explained to the PFS participant prior to the license stay being requested of the PFS Tech. Policy date12/06/06.

14. **Re-Evaluation at 90 days -** Send this alert when the Assessment and IEP are updated every 90 days. This alert notifies the PFS Tech that the Assessment, and IEP needs to be reviewed. The Temporary Payment Plan (TPP) should also be revised at this time. A suggested TPP amount should be recommended by the PFS Case Manager every 90 days with the re-evaluation at 90 days.

15. **Successful Exit -** Send this alert when the participant has remained employed fulltime 40 hours per week for 3 months, with verifiable income, and has made 3 consecutive current support payments. The PFS enrollment will be inactive when the alert is sent.

16. **Unsuccessful Exit -** Send this alert when the participant has not complied with program requirements and needs to be exited from PFS. The PFS enrollment will become inactive when this alert is sent.

17. **Other Exit -** Send this alert when the participant needs to be exited for unusual circumstances. The PFS enrollment will become inactive when this alert is sent. Ex 1. PFS participant obtains custody of the child.. Ex 2. PFS participant obtains approval for disability benefits. Ex. 3 Total timeframe of PFS enrollment (24 months) has expired. Ex. 4. PFS participant moves out of state.. Ex. 5. PFS participant needs inpatient treatment for more than 30 consecutive days. Ex. 6 PFS participant becomes incarcerated.

CHAPTER 4

ENROLLMENT PROCESS

To enroll an individual in the Parents' Fair Share (PFS) program, ensure that they have a complete Great Hires registration. A complete registration involves the creation of a Staff Assisted Record. The participant must be able to dedicate up to 2 hours for the entire enrollment process to be completed.

Tasks that need to be completed during the enrollment process.

- New Enrollment link clicked on.
- Enrollment Form signed and dated by PFS Case Manager and NCP.
- Release of Information form signed and dated. NCP.
- Domestic Violence Screening form reviewed with participant. Signed by NCP and PFS Case Manager
- Domestic Violence Assessment form completed with participant if necessary.
- PFS Assessment completed, signed and dated by participant and PFS Case Manager.
- Three (3) Activities assigned with appropriate number of hours per week. Total of 25 hours per week minimum.
- IEP completed. Signed and dated by NCP and PFS Case Manager.
- Grievance complaint guide reviewed with the participant, signed by NCP and copy provided to NCP.
- Documentation of US Citizen discussed.
- Job Search/Activity logs provided to participant with TRE payment dates specified.
- PFS vinyl folder provided to PFS participant to keep all PFS documents in. Needs to have each time visiting with the PFS Case Manager
- PFS participant advised to maintain monthly contact in person and by phone with the PFS Case Manager.

Also see the PFS Call-in/enrollment Checklist.

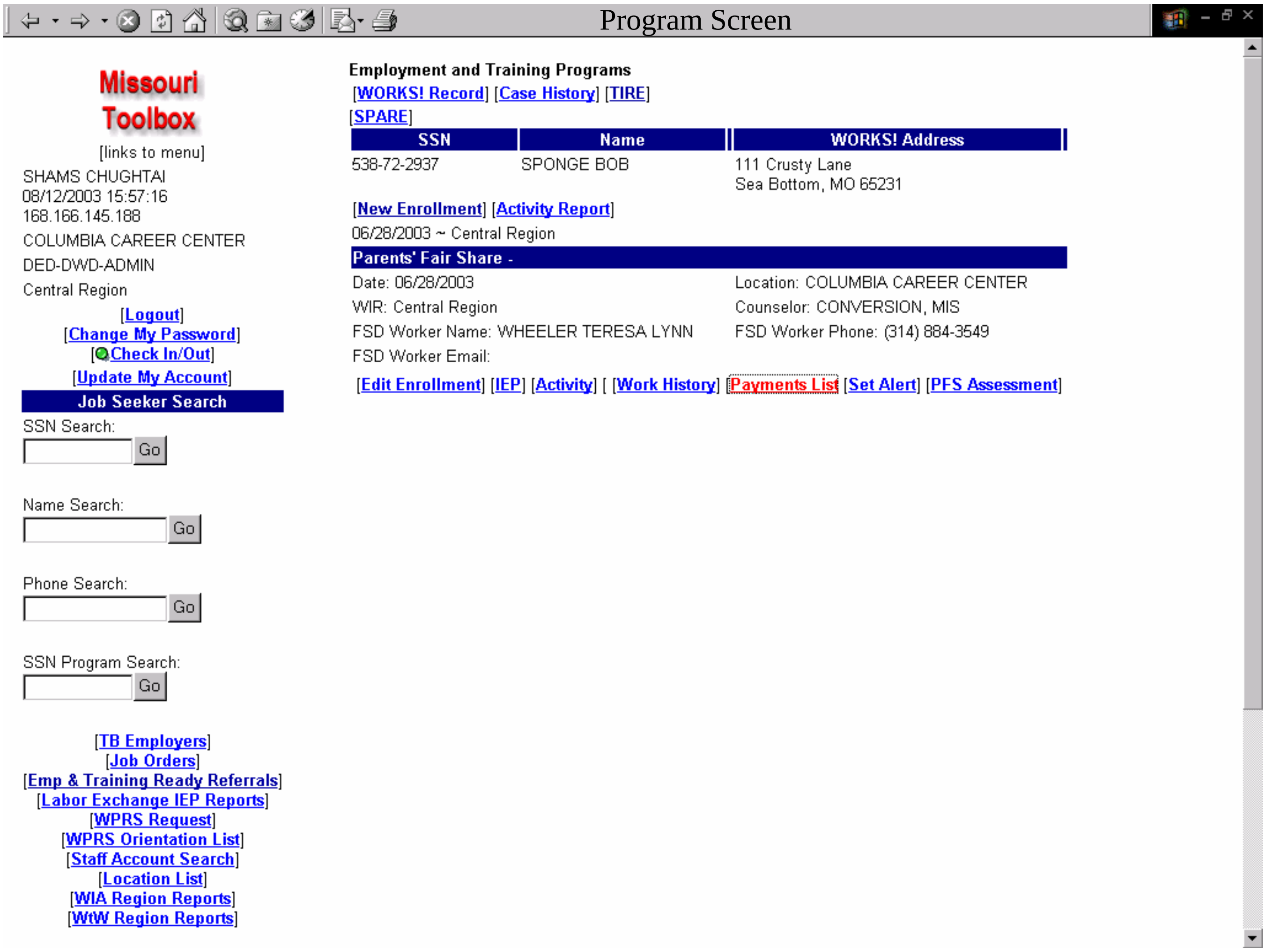
Step 1: Click on ***Programs*** under the Employment and Training section on the Registration Screen.

Step 2: Click on ***New Enrollment*** on the Program Screen. Clicking on New Enrollment will automatically enroll the prospective participant in PFS. FSD will be notified in the form of an alert ("Enrolled in PFS") behind the scenes that the new PFS enrollment has occurred. The "Enrolled in PFS" alert will be displayed in the Alert History.

The New Enrollment link should not be clicked on until the actual enrollment process date, as indicated above. This is based on the fact that prospective participants agree to meet on a scheduled date for enrollment/assessment and do not show up. If FSD is notified of enrollment prior to assessment, the PFS Technician will request the case. A chain of events starts with FSD.

Note: To change Participant Address, edit the following information:

PFS PROGRAM ENROLLMENT SCREEN



NOTE: PFS AND METP DUAL ENROLLMENT

ONCE AN INDIVIDUAL IS "ENROLLED" IN PARENTS' FAIR SHARE, HE/SHE SHOULD BE INACTIVATED IN METP. FSD WILL NOT ALLOW PAYMENT OF ACTIVITIES/TRE FROM METP FUNDS IF THE INDIVIDUAL IS ACTIVELY PARTICIPATING IN PARENTS' FAIR SHARE OR TEMPORARY ASSISTANCE.

CHAPTER 5

ASSESSMENT

The key to working with the non-custodial parent is the assessment. It is what drives how the PFS Case Manager works with the NCP, determines what the participant will do and how DWD will assist them. This is the most important part of the process.

During the assessment you are looking for two issues:

1) Determining the strengths of the NCP and exploring ways to build on these strengths.
2) Determining the barriers to employment that the NCP may have and exploring was for them to overcome these barriers.

The assessment is private and confidential. It is also an ongoing process. Each participant will go through a formal, in person assessment during the initial enrollment process. You will reassess them every 90 days after the initial assessment. You will be assessing the progress of the participant the entire time they are in PFS. Assessment is an ongoing process.

The initial assessment is to be a face to face assessment. It is to be done in a private setting. It should be done in places that afford you privacy. They should never be held in restaurants, or fast food restaurants or other places that do not allow you a private area to meet. Acceptable sites would be libraries, churches, FSD offices, partner agency offices, places that have interviewing rooms. The assessment is personal, because of this you must ensure the NCP some privacy. You should not do the assessment at the home of the NCP. You also will not provide a ride in your vehicle for the participant. *For participants who live in the county where the PFS Case Manager is located, the assessment and all future meeting with the participant **will** be done in the Career Center.*

Assessments and meetings with participants, who do not live in the county where the PFS Case Manager is located, will be conducted in the county where the NCP resides or at a central location where assessments can be completed for participants in surrounding counties.

To begin the assessment, you should introduce yourself, explain why we are doing the assessment, and explain that we will be looking at ways to assist them and that we will be developing a self sufficiency plan that outlines how they will achieve their goals. Stress the positives of the assessment. Show them the assessment form; explain that you will be typing what they say, explain that the information is confidential and whom we can share it with.

Before doing the assessment, the PFS Case Manager must do research on the NCP. They are to check wage records for past employment and or receiving unemployment benefits. Check DMV to see if they have a driver's license and for any vehicles they may own. A little background research will save you some time in the assessment and establishing the IEP.

When conducting the assessment, refrain from asking questions that will get you only a yes or no response. You want them to talk about their issues not just pass it off as a yes or no. Listen to what they say and have follow-up questions ready. As an example, in the section on housing, you ask the question "Does your housing meet your current needs?" they respond NO. A follow up question might be "how doesn't it meet your needs?" What is needed? If the response is, the plumbing doesn't work. A follow-up question would be "what needs to be fixed and what have you done to fix it?" Under transportation, if they state they do not have a car, a follow-up question would be how do you get to the grocery store, how did you get to orientation and this assessment?

Remember when asking questions, you are looking for strengths and barriers. A strength may be that his or her means of transportation are the city buses. It may be a barrier if he or she wants a job that is outside of the bus routes. As you go through the assessment, discuss how the participant has attempted to build on their strengths and overcome the barriers. Look at options to overcoming barriers.

As you go through each section, discuss the services/referrals that may be needed. Discuss backup plans so if the option does not work, there is a another alternative. If a referral is needed, explain to them where you are referring them and the benefits of showing up for the referral. You need to remember that what you are attempting to do in the assessment process and all through the PFS process is empower the NCP to make changes and overcome the barriers that they face. You are not doing things for them. You will not take them to interviews or take them to work. If they need substance abuse treatment, you will make the referral and help them find a way to get there.

PFS is all about the NCP doing things for themselves. We will assist them but we will not do it for them.

After the initial assessment, you will do a reassessment every 90 days. These do not have to be face to face every time. Every other time or (every six months), the reassessment can be done over the phone. If the reassessment is completed over the phone, mail the form to the participant to sign. Keep a copy of this document in the participant's paper file. Make a notation on the reassessment that the form was mailed to the participant for signature and initial an date this notation. A case note can also be added to the TIRE to reflect this information. When the signed reassessment is returned, file the original in the paper file. Again, a case note would be helpful indicating that the signed document had been returned.

The PFS Case Manager should go over the strengths that were identified in the initial assessment. Determine if these are still strengths. If they are no longer strengths, determine what has happened. Go over the barriers to determine how they are progressing in overcoming them. If the barriers still exist, look at what services are needed and make referrals. This will require that the current IEP be revised.

Note: The PFS participant and PFS Case Manager must sign and date the last page of the initial assessment and reassessment. A copy should be provided to the participant.

Supportive Services

Supportive services assist participants to overcome barriers and may include:

- Vocational Rehabilitation
- Community Based Organizations
- Faith Based Organizations
- Title I WIA Providers
- Veterans' Programs
- Substance Abuse Programs
- Mental Health Programs
- Housing Assistance
- Adult Education Literacy/General Equivalency Diploma
- Vocational Counseling
- Transportation Cost Assistance
- Work-Related Expenses Assistance
- Short-Term Occupational/Vocational Training Assistance
- Other supportive services assistance not outlined above
- Share Network (www.sharenetworkmo.org)

The Missouri Career Centers may have a resource provider in house that can address some of the above concerns. If so, after completing necessary PFS enrollment material, walk the participant over to the provider in-house.

If the resource is not available, you will need to make a referral to the service provider. That involves having a contact person at the providers' location. A referral can be done by phone or by using the Request for Services referral form. The participant will need to sign a Release of Information so that information can be shared with you. This information may be shared by e-mail, phone or in a reports format. Obtaining periodic reports on participants will assist in the IEP plan leading to self-sufficiency being updated and completed.

CHAPTER 6

INDIVIDUAL EMPLOYMENT PLAN (IEP)

The Individual Employment Plan (IEP) is a form in Toolbox that includes the following information about an individual: personal, education, work histories, veteran status, occupation objectives, skills learned, test results, barriers to job readiness/job search, and an Activity Plan for the individual.

The IEP should be signed and given to each participant at the initial enrollment and every 90 days thereafter. It can remind participants that they need to contact the PFS Case Manager on or before that date for reassessment. The PFS Case Manager should point this fact out to each participant.

Barriers

A barrier is any condition that impedes the participant's ability to successfully complete his or her Individual Employment Plan expectations or participate in employment and training activities.

- Barriers must be identified in the Missouri Toolbox IEP under the PFS Program link.
- Barriers must include the resolution process outlined in the Missouri Toolbox IEP.
- If referred to a supportive services provider, documentation of referral and outcomes must be maintained and outlined in the Missouri Toolbox IEP.
- Maintain contact with each participant at least every 30 days to update IEP and record a case note in Missouri Toolbox as to recipient's current status.

Once the client signs the IEP, it is a contract between the Division of Workforce Development (DWD) and the participant.

The IEP needs to be changed periodically based upon the objectives and goals that may change for each participant. The participant should be involved in any changes made to the IEP. At a minimum, the IEP should be updated every 90 days. At a minimum, the IEP needs to be updated every 6 months in person. A case note needs to be completed to document whichever occurs. Alternate revisions to the IEP can be done over the phone. The original IEP signed by the PFS Case Manager should be mailed to the participant. A copy of this should be kept in the PFS paper file. The participant should receive a copy of the IEP whenever updated and sign along with the PFS Case Manager. A copy of the IEP should be kept in the PFS paper file. This needs to occur since any updates to the IEP in Toolbox will change the form and any previous information will be lost.

CHAPTER 7

TEMPORARY PAYMENT PLANS (TPP)

Parents' Fair Share participants may be eligible for a temporary reduction in their child support payments. This is not a modification of their child support order(s). It is a temporary reduction in the amount of current support they must pay while they are in PFS. The PFS Tech ultimately determines how much will be paid towards child support cases while participants are in PFS.

No participant is guaranteed a temporary payment plan.

The PFS Case Manager will discuss with the PFS participant at enrollment how much they can pay towards their child support case(s) and recommend that amount using the **"Suggested TPP Amount"** alert in Toolbox.

The minimum amount that will be paid towards each child support obligation that a PFS participant has is **$51; $50** towards current support and **$1** towards arrears, per case.

A TPP will be established for each case. However, the PFS Case Manager should ask the new PFS participant "How much can you pay towards your child support case(s)?" Based upon discussion with the PFS participant about the amount indicated, and agreed upon with the PFS Case Manager, the PFS Case Manager will recommend that amount to the PFS Tech in the form of the **"Suggested TPP Amount."**

Special conditions for TPP:

1) The participant is on probation from the court. If the court has a condition of their probation, orders the NCP to pay a certain amount of child support each month, the PFS Case Manager cannot enter into a temporary payment plan for a lesser amount. The temporary payment plan will be for what the court has ordered or a higher amount.
2) If the participant is employed when they enroll in PFS and they are on an Income Withholding Order for full current support and are able to meet this obligation, the PFS Case Manager will not enter into a temporary payment plan for a lesser amount.
3) If the participant is receiving unemployment insurance, the TPP plan amount will be for the amount automatically withheld by FSD/CSE or more.

There is no set amount for a temporary payment plan. For one order, it should not be less than $51; $50 for current and $1 for arrears.

The participant is to begin paying the first temporary payment plan amount the following month after enrollment at the latest. (Example: Temporary Payment Plan entered into on May 15, 2005, the first payment is due June 1, 2005). PFS participants should be encouraged to pay as much as possible towards their child support obligation(s) and as soon as they can after enrollment.

The PFS participant is to make these payments voluntarily until they find employment. When they begin employment, an IWO (Income Withholding Order) will be issued immediately for each temporary payment plan. **There will be no exceptions.** If the participant is employed, they will be on an IWO according to FSD/CSE policy. The participant will be expected to pay the temporary payment plan amount voluntarily until such time that the IWO takes effect. The IWO will also include a minimum of $1.00 for arrears for each order.

As the PFS Case Manager, you should explain to the participant that if their employer offers a medical plan for their employees, that you will request the PFS Tech to issue an OTE (Order To Enroll) to the employer to have them enroll the participant's child(ren) for medical coverage. This is a federal requirement and must be done. The participant needs to know this up front.

The temporary payment plan will stay in effect until such time as the participant exits as Unsuccessful, as Other, or as Successful. If the participant is exited "unsuccessfully" or as "other", they will be notified that the temporary payment plan is no longer in effect and they are to begin paying the full obligated amount plus arrears.

When the participant begins employment, the PFS Tech will determine if their salary will allow them to pay a higher amount or the full amount. You may request that the temporary payment plan currently in effect remain the same for the first month of employment, to help the participant get back on their feet. Then request the amount to be increased the second month, and have them back to full current support by the end of the 3rd full month of employment. If there are reasons why the participant can not pay the full support amount by the end of 3 months of employment, the PFS Case Manager will need to discuss this with the PFS Tech. This would stay in effect until they have completed their training/schooling and are employed in the field they are trained for. At that time they would be required to pay full current support. If this is the best job they are going to find based upon their training and education, then the decision may be for the participant to request a modification review.

- If the PFS participant is interested in attending short term vocational/occupational training, a TPP payment must be current prior to the request for the participant to attend training.

- A TPP payment must be current prior to the initial request for a WRE purchase also. TPP payments must be current for subsequent WRE requests.

CHAPTER 8

JOB SEARCH/ACTIVITY LOGS

All PFS participants need to be actively engaged in work search on a daily basis until it is determined that they will benefit from short-term occupational/vocational training. This requires that Job Search/Activity Logs be issued to the participant every two weeks. Multiple Job Search/Activity Logs can be issued to the PFS participant during the initial enrollment process, with appropriate TRE pay periods. Each must be signed by the PFS Case Manager and the PFS participant. If after 60 days of job search, the PFS participant has not obtained employment and no barriers exist preventing them from obtaining employment, the following needs to occur.

The Job Search/Activity Log is a means to assess whether or not the participant is sincere about becoming and remaining self-sufficient. If the participant is not turning the Job Search/Activity Log in every two weeks (per the TRE payment schedule), the PFS Case Manager should recognize that this may be a serious indicator of the participants' willingness to follow through and obtain the goals indicated in the assessment and IEP.

The minimum requirement for job search is 10 in person employer contacts per week. Although Self Directed/Staff Directed job search is only one activity, TRE can be issued for $10 per day for the two job searches each day. Self Directed/Staff Directed Job Search is the **only** activity where TRE can be paid $10 per day. (Policy date 01/12/07)

If a participant does not complete the 10 employer contacts per week to complete applications and for interviews, they must explain to the PFS Case Manager why the requirement was not met. TRE can be issued for less than 10 job contacts per week but the PFS participant must continually be encouraged to complete 10 per week. Those contacts should be evaluated completely during the first few weeks of job search. After trust has been built about job search being completed, the PFS Case Manager should verify 3 of 10 job searches listed on the Job Search/Activity Log as an example. (Policy date 10/30/06)

Review of employment status 60 calendar days after enrollment

Each unemployed participant should actively look for employment **25** hours per week. The Job Search/Activity Log will document those efforts.

- If a participant has not obtained employment after **60** calendar days of enrollment in PFS, is paying per TPP, and is willing to attend training, CHOICES can assist in determining a career path and occupations associated with it. CHOICES should be installed on each PFS Case Manager's laptop.

- If a participant has not obtained employment in **60** calendar days and is unwilling to attend training, and have no other barriers to employment, they need to be exited unsuccessfully.

- If the participant has other barriers to employment, such as substance abuse or transportation, each case needs to be evaluated with the immediate supervisor to assess the timeframe for those barriers to be resolved, and resources to be utilized. The barriers should be evaluated with resolution by the 90th day. With monthly contact with the participant, the participant needs to be advised of resources to resolve the barrier(s). At the end of 90 days, if there is no progress or minimal progress, an Unsuccessful exit or Other exit of the PFS participant needs to be considered. As an example, an NCP that has transportation problems due to license suspension for more than a year may need to consider reenrolling in PFS at a later date when the license can be reinstated for issues other than non payment of child support. If no other transportation resource exists for the participant, an Other exit may be appropriate. This needs to be discussed during weekly or monthly case reviews between the PFS Case Manager and Supervisor.

To print the Job Search/Activity Log from this screen, click on ***Print Job Search Log***. Job search logs are to be **returned** by the participant to the PFS Case Manager **at a maximum once per week,** at **a minimum once every two weeks**. The Job Search/Activity Log provides a method to evaluate the level of cooperation of each participant. If a participant is unemployed and refuses to turn in the work search log, this can be a serious indicator that they do not plan to look for or obtain employment. TRE is not a handout. It is a method to help the participant look for employment and apply towards their child support obligation(s).

If the participant indicates they don't want the TRE, the PFS Case Manager should discuss with the participant that the TRE payment can be applied to the child support obligation. The application of TRE to the child support obligation is not mandatory. It does need to be a consideration, however.

CHAPTER 9

ACTIVITIES

Activities should lead to the completion of goals (short-term and long-term) on the IEP. They are tasks to be performed that lead to self-sufficiency goals within specified timeframes.

PFS participants must immediately participate 25 hours per week (minimum) in a scheduled work-related activity as identified in their IEP. Individuals meet their participation requirements when their average total hours per week, during a given month, equal their scheduled hours per week.

Acceptable Work-Related Activities

See Definitions on page 24 and 25.

- AEL/GED Program
- Career Exploration
- Job Market and Networking
- Applications and Resumes
- Interviewing Skills
- Advancement and Enhancement
- Career Center Workshops
- Vocational/Skilled Based Training Program
- Direct Job Placement
- Self Directed/Staff Directed Job Search
- Unsubsidized Paid Empl/Paid Work Exp
- Treatment Support Activity
- On The Job Training
- Referred for Mediation
- Subsidized Employment
- Re-evaluation at 90 days

To enter Activity in Toolbox:

Step 1: From the Program Screen, click on ***Activity.***

Step 2: Click on ***Add Activity***.

Step 3:

- Enter the appropriate Activity. (required)
- Ensure Begin Date is correct. (required)
- Enter Scheduled End date. (required)
- Enter Actual End Date, if appropriate.

- Enter Hours Per Week. (required)
- Indicate appropriate Completion Indicator.
- Click on ***Save this Record*** to save the record.

Estimated end dates of activities need to be updated accordingly. This will require that the PFS Case Manager review their caseload each month and make the required updates.

Activity Definitions

AEL/GED Program - The Adult Education and Literacy (AEL) program is designed to prepare individuals for GED certificates. Include educational activities as a work component for those participants who have not earned a high school diploma (or its equivalent) unless the long-term employment goal does not require a high school diploma.

Career Exploration - Information about career exploration is presented to the individual on an individual basis or in a group setting.

Job Market and Networking - Information about job market and networking is presented to the individual on an individual basis or in a group setting.

Applications and Resumes - Information about how to complete applications and write resumes is presented to the individual on an individual basis or in a group setting.

Interviewing Skills - Information on effective interviewing skills is presented to the individual on an individual basis or in a group setting.

Advancement and Enhancement - Information about job advancement and enhancement is presented to the individual on an individual basis or in a group setting. When employment is obtained, **at a minimum**, the activity should be: Advancement and Enhancement.

Career Center Workshops - Any workshops offered at a Missouri Career Center that prepares the individual for employment.

Vocational/Skilled Base Training Program - Any training beyond high school/AEL/GED that prepares the participant for a specific vocation or skilled trade. Use this activity when a PFS participant is sent to short term occupational/vocational training that is authorized and funded by PFS, student loan and/or Pell grant. Information about the training program must be entered under the add PFS training link in Toolbox.

Direct Job Placement - A situation where the individual is placed directly in a job without going through the application and interview process.

Self-Directed/Staff-Directed Job Search - Any activity where the individual attempts to obtain employment. This can be staff directed as well.

Unsubsidized paid employment/paid work exp-The activity to be utilized for the first 30 days of a PFS participant's regular full time employment that has been verified by the PFS Case Manager. Unsubsidized paid employment is any bona-fide job for which the wages are fully paid by the employer (at no cost to the government).

This activity can also be used to issue TRE for PFS participants that are in training AND are employed part time. All PFS participants that are in training should obtain part time employment. An exception might be truck driver training that is 3 weeks. Policy date: 03/30/07.

Treatment Support Activity is the activity that should be used if the participant is involved in out- patient substance abuse treatment or parenting classes as examples.

On the Job Training-Parents' Fair Share is providing funding to an employer for a specified timeframe to keep a PFS participant employed and to advance their employment skills.

Referred for Mediation- PFS participants that have been referred to M.A.R.C.H. mediation or other mediation service provider. Issues that should be addressed are parenting issues, relationship issues with the custodial parent, relationship issues with the child(ren), and visitation.

Subsidized Employment-Update at a later date after further clarification is completed.

Reevaluation at 90 Days - The 90 day re-evaluation is done to update any needed changes. The Reassessment and updated IEP are completed, based upon changes in goals indicated by the participant and along with the PFS Case Manager. A face-to-face reevaluation must be done at a minimum of every six months. Re-evaluation at 90 days can be listed as an activity for each participant as a reminder to the PFS Case Manager and the participant when the reassessment needs to occur.

The PFS Case Manager should go over the strengths that were identified in the initial assessment. If they are no longer strengths, determine what has changed. Review the activity to determine how the participant is progressing. If barriers remain, look at what was to be done and adjust the IEP as necessary.

CHAPTER 10

WORK HISTORY

Employment Verification
Employment obtained by the participant must be verified as soon as possible after reported by the participant. Results must be entered into Missouri Toolbox to be transmitted to FSD for necessary action.

- The PFS Work History form should be provided to the PFS participant when employment is obtained. It needs to be completed entirely and submitted to the PFS Case Manager for verification.

- The PFS Case Manager can call the payroll department or payroll person. Identify yourself as a PFS Case Manager for the Division of Workforce Development. Indicate that you are calling to verify employment.

Note: FSD/CSE has an employment verification form that will be submitted to the employer. It could take several weeks before employment is verified with their employment verification form however. By having the DWD Case Manager verify employment, weeks may be saved in the processing of the income withholding order to the employer.

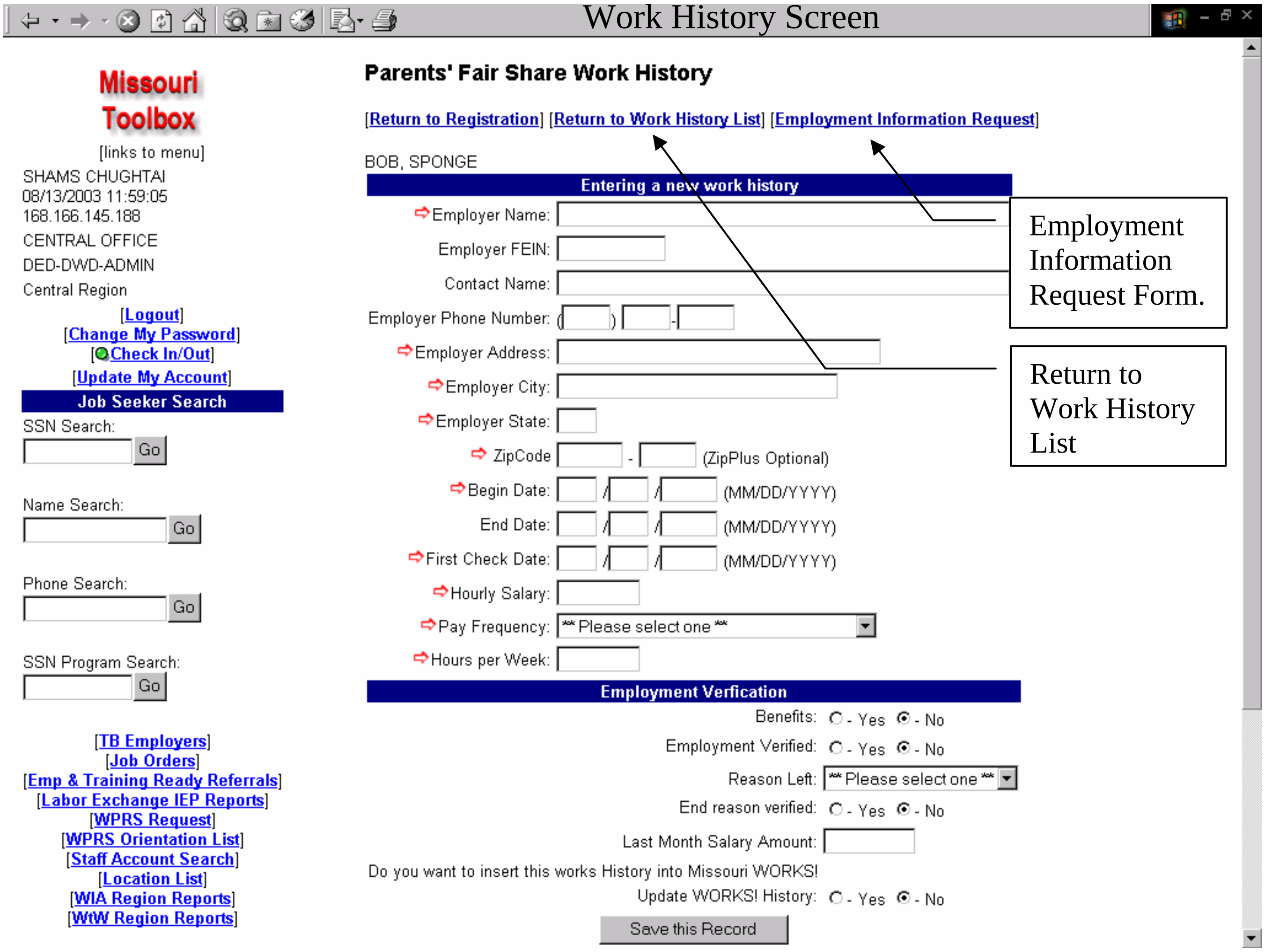
Case Management Review Process

After employment has been obtained, review and update the participant's IEP.

Step 1: From the Program Screen click on ***Work History.***.

Step 2: Click on ***Add Work History***.

Step 3: Enter the following information on the Work History Screen;


Work History Screen

Missouri Toolbox

[links to menu]

SHAMS CHUGHTAI
08/13/2003 11:59:05
168.166.145.188
CENTRAL OFFICE
DED-DWD-ADMIN
Central Region

[Logout]
[Change My Password]
[Check In/Out]
[Update My Account]

Job Seeker Search

SSN Search: Go

Name Search: Go

Phone Search: Go

SSN Program Search: Go

[TB Employers]
[Job Orders]
[Emp & Training Ready Referrals]
[Labor Exchange IEP Reports]
[WPRS Request]
[WPRS Orientation List]
[Staff Account Search]
[Location List]
[WIA Region Reports]
[WtW Region Reports]

Parents' Fair Share Work History

[Return to Registration] [Return to Work History List] [Employment Information Request]

BOB, SPONGE

Entering a new work history

Employer Name:
Employer FEIN:
Contact Name:
Employer Phone Number: ( ) -
Employer Address:
Employer City:
Employer State:
ZipCode - (ZipPlus Optional)
Begin Date: / / (MM/DD/YYYY)
End Date: / / (MM/DD/YYYY)
First Check Date: / / (MM/DD/YYYY)
Hourly Salary:
Pay Frequency: ** Please select one **
Hours per Week:

Employment Verfication

Benefits: - Yes - No
Employment Verified: - Yes - No
Reason Left: ** Please select one **
End reason verified: - Yes - No
Last Month Salary Amount:
Do you want to insert this works History into Missouri WORKS!
Update WORKS! History: - Yes - No

Save this Record

Employment Information Request Form.

Return to Work History List

NOTE: You can print the Employment Information Request Form from this screen.

When the PFS Work History is entered, the PFS Tech will be notified of the employment automatically behind the scenes in an alert. That work history alert will show on the Tire. See the example below.

05/22/2006

PFS Employment Obtained on 05/22/2006, at McDonald's ADDRESS: 2022 Employer Lane Dollarville, MO 65108 PHONE: 573-555-4444 for 40 hours per week at $14 per hour, Paid Monthly

NEW EMPLOYMENT? PARTICIPANT HAS AN INCOME WITHHODLING ORDER WITH AN EMPLOYER AND IS LAID OFF FOR A FEW MONTHS. THEN THE EMPLOYER CALLS THE EMPLOYEE BACK TO WORK. THIS IS **NOT** NEW EMPLOYMENT AND SHOULD NOT BE REPORTED AS SUCH WITH THE MONTHLY EMPLOYMENT REPORT SENT TO MARIE SULZE.

CHAPTER 11

PAYMENTS LIST

All TRE and WRE payments won't necessarily show up on the Payments Screen under the current PFS enrollment. If the participant was previously enrolled in PFS, the PFS Case Manager will need to click on a Region, then Payments, under E&T Reports. Entering the SSN will provide information about all WRE and TRE payments for that participant.

The "**Payments**" link under the E&T Reports needs to be checked prior to issuing WRE. This is necessary because some enrollments may have been activated from inactivated status. They may not show all WRE and TRE payments, under the current enrollment. Checking the "Payments" link will prevent overpayment of WRE from one enrollment to the next and document all TRE authorized.

Transportation-Related Expense (TRE)

TRE should be issued on a bi weekly basis at a maximum. Job Search/Activity Logs will determine how much TRE is to be paid during a given two week pay period. All activities completed by the participant must be documented on the Job Search/Activity log.

- The Job Search/Activity Log should be signed and dated by the participant when received. It should also be signed and dated by the participant when completed, and then submitted to the PFS Case Manager in person or by mail. The original documents must be filed in the PFS paper file once returned by the participant. They belong under the TRE section.

- The PFS Case Manager signs, dates, and provides contact telephone number on the Job Search/Activity log when provided to the PFS participant.

- TRE payments should not be entered for Job Search/Activity Logs and PFS Vocational Education/GED Attendance forms that are submitted by the participant 30 days past the TRE ending pay period. Job Search/Activity logs and PFS Vocational/GED Attendance form should be submitted immediately in person, by fax or by mail to the PFS Case Manager, after the two week TRE pay period has ended. (12/28/06)

Job Search/Activity Log and PFS Vocational Education/GED Attendance Form

To authorize TRE Payments in Toolbox:

Step 1: From the Program Screen click on ***Payment List.***

Step 2: Click on ***Add TRE Payment.***

Step 3: Select the two week TRE pay period from the drop down box. The two week pay period should correspond to the two week pay period indicated on the Job Search/Activity Log.

TRE payments can be edited for a given two week TRE pay period, up to the following Friday by 4:00 pm, of the pay period end date.

Step 4: Enter either $5 or $10 for each day based upon job search and activities documented on the Job Search/Activity Log.

- TRE can be issued for $10 per day if job search is 45 miles or more if one way.
- TRE can be issued for $10 per day for two job in person searches or interviews. Although this is only one activity(Self Directed/Staff Directed) job search, TRE can be issued for both job searches at $5 each once verified.

Step 5: Click on Save This Payment.

Note: The participant's payment address can be updated on the Parents' Fair Share payment screen under payment address. The updated address will carry over to the TIRE. Once the payment address is updated on this screen and TRE payment dates have been entered, click "Save This Payment."

PFS participants that are unemployed should be in active job search and/or support activities. The value of the Job Search/Activity Log lies in the fact that it documents efforts on behalf of the NCP that will lead to Self Sufficiency. If the NCP is unwilling to return the Job Search/Activity Log as expected, this is a serious indicator of failure to cooperate with program requirements. Whether the NCP wants to receive TRE or not should not be the concern. The Job Search/Activity Log is a method to evaluate program compliance and reward the NCP monetarily for efforts leading to self-sufficiency.

Lost, Stolen, and Never Received TRE Checks

If a participant indicates that they never have received a TRE check, the following should occur:

1. Check Toolbox to determine when the check was entered.
2. Check the FSD payment schedule to determine the date the check should be disbursed.
3. If the disbursement date is not 2 weeks old, advise the participant to call back when it is.
4. If the participant does call back 2 weeks after the check disbursement date and still does not have the check, follow the procedure below.

If a participant indicates that they have lost a TRE check, or the TRE check has been stolen, the following should occur:

1. E-mail or phone Tracey Brown at tracey.brown@ded.mo.gov or call 573-526-8222.
2. Explain the situation regarding the TRE check.
3. If the check was lost or stolen, Tracey Brown will have to request an affidavit from the Treasurer's office
4. Once Tracey receives the affidavit, she will send it to the PFS WS I.

5. The PFS WS I will be required to have the client sign the affidavit and have it notarized. There are instructions on the form.
6. Once Tracey Brown receives the affidavit and starts the process, a stop payment order will be placed on the original check. If the participant were to receive the check after this process is started, the check can not be legally cashed.

Recovery of Transportation Related Expenditure Made in Error

There are selected instances in which it appears based on data recorded in Toolbox that PFS or CAP participants may have received TRE payments in error. TRE overpayments may be a result of simple data entry errors that were not corrected in time to stop the duplicate payments to the participant. In rare instances, a TRE payment may be made to an individual who did not meet the criteria to receive the payment, i.e. was not participating as required in an allowable work activity at the time the TRE payment was authorized, was receiving bus passes from a CAP sub-contractor at the time the TRE payment was authorized or was also receiving TRE from another program/organization for the same time period for which the TRE payment was made.

In all instances proven TRE overpayments must be recovered from the program participant. The process to recover the funds is as follows:

1. The PFS Case Manager must research the circumstances and determine if an overpayment was made. The Case Manager must contact the participant as soon as possible to discuss the overpayment situation and describe the process to be used to recover the overpayment.

   Note: In instances where DWD Central Office staff discovers information in which it appears that an overpayment was made to a PFS participant, the WIB CAP coordinator will be contacted immediately and asked to work with the Case Manager to follow the steps outlined in #1 above. When it is determined that an overpayment was made to a PFS participant, the PFS statewide program supervisor will work with the appropriate Case Manager to follow the process to recover the overpayment.

2. The PFS Case Manager must explain to the participant that the amount of the overpayment will be recaptured by withholding 50% of each future TRE payment that is made to the participant until the entire overpayment is recovered.

3. The attached Overpayment Agreement must be completed by the Case Manager and signed by both the Case Manager and the participant who received the over-payment. One copy is to be submitted to Tracey Brown, DWD Fiscal Officer, 421 E. Dunklin, Jeff City, Mo 65109

Work-Related Expense (WRE)

The following procedure is to be utilized when an active participant is considered eligible to receive WRE. The total amount for WRE purchases in 1 year is not to exceed $350. Expenses that can be paid include, but are not limited to:

- Uniforms
- Clothing
- Shoes
- Supplies
- Initial pair of eye glasses
- Application fee for Missouri Certificate of High School Equivalence known as the General Equivalency Diploma
- Automobile repairs on a vehicle owned by the recipient. (Must verify that participant owns the vehicle through the PFS Tech and has only one vehicle.)

DWD staff assigned to the PFS program can have work-related expense requests approved up to $350 per year. Supervisory review and approval is required on all work-related expenses requests.

There are two methods of making WRE purchases:

1. **Procurement Card Process**
2. **Administrative Voucher Process**

Procurement Card Process:

1. Participant must have made one agreed upon payment before WRE is considered unless there is a special circumstance. The special circumstance must be discussed with the PFS Coordinator by telephone, correspondence, or e-mail before WRE is authorized.

There is no longer the requirement to ask the participant to pay 10% towards the WRE purchase. Updated 06/03/08.

2. Once the PFS Case Manager has determined that the participant has made one agreed upon payment, after the initial enrollment, WRE can be authorized. An e-mail must be sent to the PFS Coordinator to make the request for WRE purchase. Please include the name of the PFS participant in the subject line when making requests for WRE purchases. (02-28-07)

Ex: Request permission to use procurement card to assist with WRE auto repair. Participant is current on payments and last payment was made 00/00/0000. Participant provided two estimates for cost of repairs from Sports Port Import Automotive Service in the amount of $313.71 and Loop Automotive in the amount of $518.84. DMV was checked and the vehicle needing repairs is registered to the NCP. NCP understand that he is responsible to pay 10% of the cost and any amount over $350.

3. Before car repairs can be made, ownership must be verified. This can be done by examining the title, or registration. All PFS Case Managers are authorized to access the Division of Motor Vehicle database to check for vehicle registration. If the participant owns more than one vehicle, it must be determined by the PFS Case Manager if the other vehicle is in working order. Repairs will not be made for one vehicle when another is safely and legally drivable.

4. When clothing needs to be purchased, the PFS Case Manager will need to accompany the participant to the vendor location. Have the participant arrive 30 to 45 minutes prior to your arrival. They can begin to pick out the items that need to be purchased. When you arrive, determine that the items chosen can all be considered work related.

5. When tools need to be purchased, meet the participant at the vendor location and assess the tools that are being requested, to determine if they appropriate.

6. Prior to making the purchase, present the vendor with the Department of Economic Development Tax Exemption Letter. Indicate to the cashier/clerk that you will need the receipt and/or invoice once the transaction is completed. If the vendor is unwilling to complete the purchase tax exempt, the purchase can not be completed. Contact the vendor prior to any attempted purchase to verify that no sales taxes will be charged. Updated 06/03/08.

7. Present the Visa Procurement Card and your Driver's license if required.

8. Have the PFS participant write "RECEIVED BY" and sign the receipt on the FRONT SIDE at the TOP of the receipt. Signing the front makes it easier for the Marsha Nagel, Central Office Fiscal Officer, to verify the PFS participant signed the receipt. Updated 06-03-08.

9. Once the purchase has been completed, advise the participant to contact you if any purchased item proves to be defective.

10. Once back in your base office, document the purchase by completing the **State of Missouri, Office of Administration, Cardholder Purchasing Card Transaction Log**. Keep a chronological total of all purchases for the month and submit the transaction log, original invoices, and/or receipts to Marsha Nagel, DWD Procurement Card Officer, as soon as the monthly statement is received. (See the Business Procurement Cards Process Manual, page 6, (**Record Keeping and Documentation** and **Reconciliation and Approval Process.)**
Unusual expenses-The PFS Case Manager will need to take a line or two of the cardholder transaction log and briefly explain the unusual expenses and that the PFS Coordinator approved the purchase. Example: PFS participant scheduled to start training at the Missouri Welding Institute in one week. Participant was sleeping in an old school bus behind his father's house and had no money. NCP had already been to the local pantry for assistance. PFS Coordinator approved the PFS Case Manager to buy NCP some non-perishable food items to hold NCP over until he got his first TRE check.

11. When monthly statements are received indicating charges paid, reconcile the transaction log by drawing a line through each paid item. Submit the original Cardholder Purchasing Card Transaction Log with PFS Case Manager printed name and signed name to the PFS Coordinator. Establish a paper folder to keep all transaction logs, monthly statements, and receipts. Marsha Nagel, DED Procurement Card Coordinator, should be sent all procurement card documents.

    If you are not in the office the week the statements come in, make all information available for your Supervisor so that the required documentation can be submitted in a timely manner to Marsha Nagel (02-28-07)

12. WRE payments will need to be entered in Toolbox, to record how the WRE was utilized. An Administrative Voucher will not need be printed however. A description of the items purchased should be included in the description box and that the Procurement card was used as the method of purchase. So how will the payments then get made and charged back to the PFS program? Will you do that based on the transaction log? The charges are automatically charged to the PFS program based upon the individual PFS Cardholder signature on the transaction log. Marsha Nagel reconciles the purchases.

<u>Administrative Voucher Process:</u>

Utilize this method for WRE purchases when the vendor "does not" accept credit cards (Procurement Cards) for method of payment.

Step 1: From the Program Screen click on ***Payment List.***

Step 2: Click on ***Add WRE Payment***.

Step 3:

- Enter the Pay Date. (required)
- Select Vendor; if Vendor not on the list- see **<u>Adding New Vendor</u>** below.
- Enter Pay Amount. (required)
- Select Pay Expense.
- Give a brief description of the payment.
- Click on ***Save this Payment*** to save the payment.

NOTE: This screen will show the WRE balance remaining for the individual.

Step 4: Click on ***Yes, Submit Payment*** to submit the payment on the Conformation Screen after you have verified the information.

Step 5: Click on ***View*** on the correct WRE payment.

Step 6: Click on ***Printable View***.

Step 7: Print the **Administrative Voucher**. The PFS Case Manager signs in the Administrative Voucher Agency Approval box. The **original Administrative Voucher** and three copies should be attached. The **original Invoice** and three copies should be attached**. All need to be mailed to:**
Updated 08/14/06

> **Division of Workforce Development**
> Attn: *Tracey Brown*
> P.O. Box 1087
> Jefferson City, MO 65102

NOTE: **There will be NO payment sent until the *signed voucher with three copies* and *original invoice with three copies* are received by the Division of Workforce Development. A copy of the administrative voucher and invoice should be placed in the client's file.**

Adding New Vendor

Step 1: From the Program Screen, click on ***Payment List***.

Step 2: Click on ***Add Vendor***.

Step 3: Check to see if the Vendor is in the Vendor list by clicking on ***Vendor List.***

Step 4: If Vendor is not on the Vendor List, enter the following information on the Vendor List Form Screen;

- Enter Vendor Name. (required)
- Enter Street Address 1. (required)
- Enter City. (required)
- Select State. (required)
- Enter Zip Code. (required)
- Enter Phone number. (This is not required, but very helpful for Fiscal Section.)
- Enter Display Status.
- Click on ***Save this Section*** to save the section.

PARENTS' FAIR SHARE GED BILLING FORM POLICY

The following procedure is to be utilized when an active participant indicates they believe they are ready to take the GED Test at an Approved DESE testing site.

To pre-register to take the GED test, the participant must follow these steps:

1. Go to an Adult Education and Literacy Center near them (each case manager will have a listing).
   a. Complete the GED demographic form (information packet).
   b. View the video to familiarize themselves with the new test format and content.
   c. Take a GED practice test to familiarize themselves with the new test format and content.
2. Contact a GED Testing Center to make an appointment to take the test.
3. Each participant will need the following. The approved GED authorization.
   a. The $20 test administration fee (cash or money order only). The participant needs to produce the $20 test administration fee themselves
   b. The completed demographic form (information packet).
   c. A Missouri driver's license or Missouri non-driver's license photo ID.

Note: If the participant is not successful there is a sixty-day waiting period before he/she is eligible for re-testing. The participant may take the test three times in a calendar year.

Once the GED practice test has been completed with passing scores in all areas, the participant will receive a Missouri GED Testing Authorization Form. The PFS Case Manager must review the form and make a copy for the PFS paper file**.**

Then the following procedure needs to take place.

<u>Completing the PFS GED Billing Form (PFS Case Manager completes)</u>

<u>Enter the County address of the testing site on the form.</u>

Case Manager indicates his/her name next to Case Manager.

Case Manager indicates his/her work number next to phone number.

Case Manager indicates the date.

Case Manager indicates the student(s) name(s) and SSN(s)

<u>Completing the APPLICATION FOR MISSOURI CERTIFICATE OF HIGH SCHOOL EQUIVALENCE (GED) (PFS Case Manager/Participant completes)</u>

1. The PFS Case Manager will check the form to ensure that the participant's name, social security number, and date of birth are entered.

2. **The PFS Case Manager's mailing address is to be put in the mailing address boxes. This is to be done so that the GED Test results will come back to the attention of the PFS Case Manager. The results can be shared with the participant when received.**

3. **Ensure that the participant completes the location of last school completed box, date of withdrawal from school box, Highest grade completed box, signs, completes the address and city box, and state and zip code boxes.**

After determining that a participant is ready to take the GED, (Verify by reviewing the Missouri GED Testing Authorization) submit the **PARENTS' FAIR SHARE GED BILLING FORM** and **APPLICATION FOR MISSOURI CERTIFICATE OF HIGH SCHOOL EQUIVALENCE (GED)** to:

GED Office
P.O. Box 480
Jefferson City, Missouri 65102

The $20.00 application fee for the Department of Education will be billed by DESE to the Parents' Fair Share Program, Division of Workforce Development, 421 E. Dunklin, PO Box 1087, Jefferson City, MO 65102. The application fee and test administration fee are two different fees. PFS pays the application fee. The PFS participant pays the test administration fee.

Keep a copy of the **PARENTS' FAIR SHARE GED BILLING FORM** for your PFS paper file. Also keep a copy of the **APPLICATION FOR MISSOURI CERTIFICATE OF HIGH SCHOOL EQUIVALENCE (GED).**

The test results will come directly to the PFS Case Manager submitting the request. If the participant passes the GED, the GED diploma will go directly to the PFS Case Manager submitting the request for the application fee to be paid. Make a copy of the GED diploma and keep in the PFS paper file. Give the original diploma to the participant. If the participant fails the GED test, discussion needs to occur with the participant about plans to retake the test. Payment of the $20.00 application fee for a test retaking will be considered on a case by case situation.

CHAPTER 12

Certification and Training Agreements and Trainee Termination Report

Training is a benefit to be considered if and when it is determined that no suitable employment is available for the applicant, but that suitable employment would be available if the applicant received appropriate training. The need for training will be determined on an individual basis. Training can only be provided based upon available funding.

Individuals must apply for PELL grant funds before PFS training funds are committed. If PELL grant funds are awarded, those funds must be used first. If PELL grant funds are not available, that must be documented in the e-mail request to the PFS Coordinator for training funding. That information must also be documented under the Vocational Skills Based Training activity for the participant's record.

Parents' Fair Share - Short Term Training

➪= Required Information.

➪Training Start Date:	11 / 20 / 2006 (MM/DD/YYYY)
➪Training End Date:	06 / 29 / 2007 (MM/DD/YYYY)
Short Term Training	
Training Facility Name:	MERS/Goodwill Industries
➪Training Representative name	Don Ousley
➪Training Representative Phone #:	241-3464
➪PFS Funded Amount:	7794.16
➪PELL Grant Amount:	.00
➪Training completed?	○ - Yes ◉ - No
Refund Amount:	
➪Certification Earned?	○ - Yes ◉ - No
1st Certification:	Building Maintenance
2nd Certification:	**Please select one**
3rd Certification:	**Please select one**

Save This Section

Training assistance means providing funds for the payment of tuition, and other training-related costs such as tools, supplies, books, etc., which are required as a necessary part of the training course.

Training is to be utilized as a tool leading to employment. The mechanism for determining employment prospects at the completion of that program is the IEP for each participant.

The following criteria must be met in order to provide training for the PFS participant.

- There is no suitable employment (which may include technical and professional employment) available for the PFS participant.
- The participant would benefit from the appropriate training.
- There is reasonable expectation of employment following completion of training.
- Training approved is reasonably available to the PFS participant from either governmental agencies or private sources (which may include area vocational education schools, as defined in Section 195(2) of the Vocational Education Act of 1963 and employers).
- The PFS participant is qualified to undertake and complete such training.
- Such training is suitable for the PFS participant and available at a reasonable cost.
- The training facility has been approved by the Department of Elementary and Secondary Education (DESE).
- The Certification and Training Agreement should then be picked up by the PFS Case Manager (within 25 miles roundtrip) or mailed by the training school representative once completed. Ask the representative to advise you when this has been done.
- A cost sheet or invoice is needed for the PFS participant on **every** training request. The cost sheet/invoice must match the amount funded by PFS. The cost sheet can be obtained from the DESE website for the training program or from the training facility representative. If it doesn't match, it creates a delay in processing the training request. The total cost for training including books, tuition, room and board, tools, equipment, etc needs to be clearly stated by the training facility and clearly documented on the PFS Certification and Training Agreement.
- Once you have the original training agreement in hand, check for accuracy. At the bottom of the document, sign and date in blue ink.
- A CHOICES assessment has been completed to determine if the training is appropriate for the participant. (The CHOICEs assessment should include the Interest Profiler, Work Importance Locator, and Basic Skills modules)

The PFS participant must make at least one agreed upon child support payment, if interested in attending training the same month as enrollment. Support payments need to be made monthly thereafter, to be considered for training.

Note: The Child Support Payments screen in Toolbox can be used to document a money order payment or check. The PFS participant brings the money order or check in. Either must contain the case number that the payment should be applied to. The money order or check payment is then documented under the PFS enrollment in Toolbox. The PFS Case Manager mails the payment off to the:

Family Support Payment Center
P.O. Box 109002
Jefferson City, MO 65110-9002

Important considerations for sending a participant to a specific training program include total costs. Is there another program that can offer the same training for lessor expense? Is the training program Department of Elementary and Secondary Education (DESE) approved? Check the Missouri Education and Career Hotlink at the bottom left of the Toolbox main page (Light blue Missouri symbol). Determine that the costs are current and valid (from website) with the training school representative by e-mailing or calling them. What is the training schools job placement like, and what is the success rate for employment of graduates? What is the refund policy for those that fail to complete training?

DWD staff must request training using PFS Certification and Training Agreement form in Missouri Toolbox and upon completion of the approved training program, the training facility must complete PFS Training Termination Form in Missouri Toolbox.

Once the PFS Coordinator has approved a training request for a PFS participant (after a CHOICES assessment has been completed) the following needs to occur.

- All Certification and Training Agreements need to be typed by the PFS Case Manager in the electronic form.
- The PFS Case Manager completed the electronic Certification and Training Agreement and e-mails to the Training Facility Representative. The cost of the training should already have been nego, with the cost info stated (including tuition and fees, books, and expendables, and other clearly specified on the form.) Also e-mail the Trainee Termination Report to the Training Facility Representative. This needs to be returned to your attention whether the NCP completes the training or not and placed in the Certification and Training Agreement section of the PFS paper file. Please forward a copy of Trainee Terminations Reports to the PFS Coordinator's attention when training **is not** completed. The PFS Coordinator does not need the Trainee Termination Report when training has been completed. A copy needs to be placed in the PFS paper file in either case.
- A Pell Grant must be applied for by the participant if the school offers it for the training program. If a Pell Grant is not available, The PFS Coordinator needs to know this on the e-mail training request for every request for training.

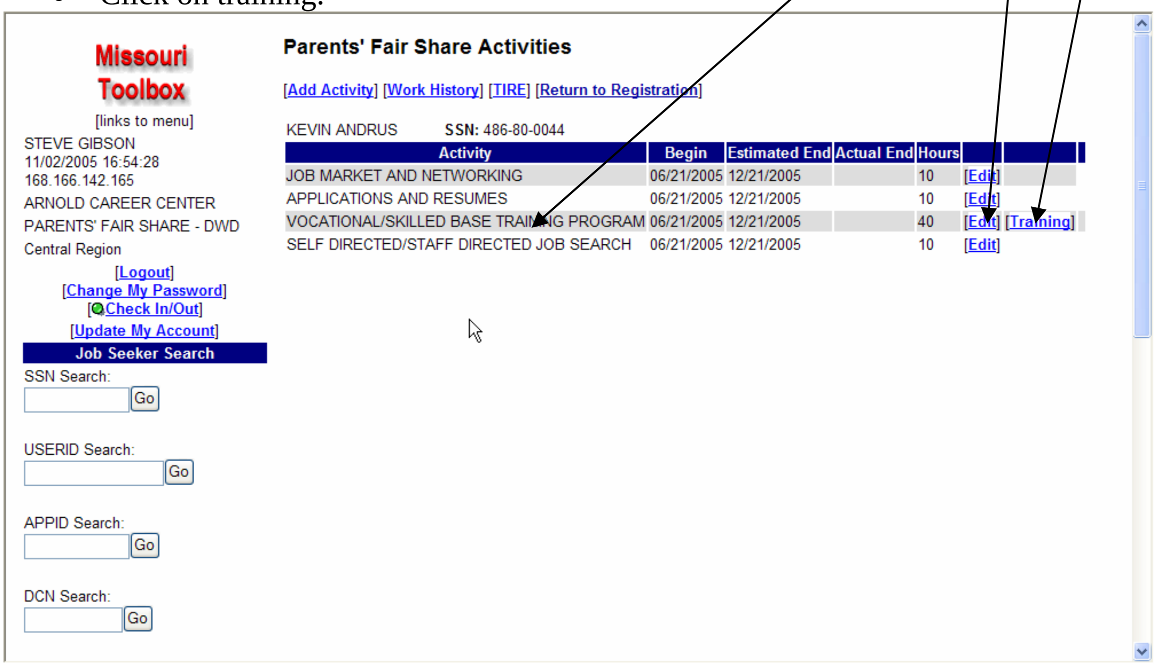
- The Training Facility Representative prints the form once received by e-mail from the PFS Case Manager. Then signs and dates in blue ink.

- The PFS Case Manager must provide a description by e-mail of why the PFS participant would be a good candidate for training.

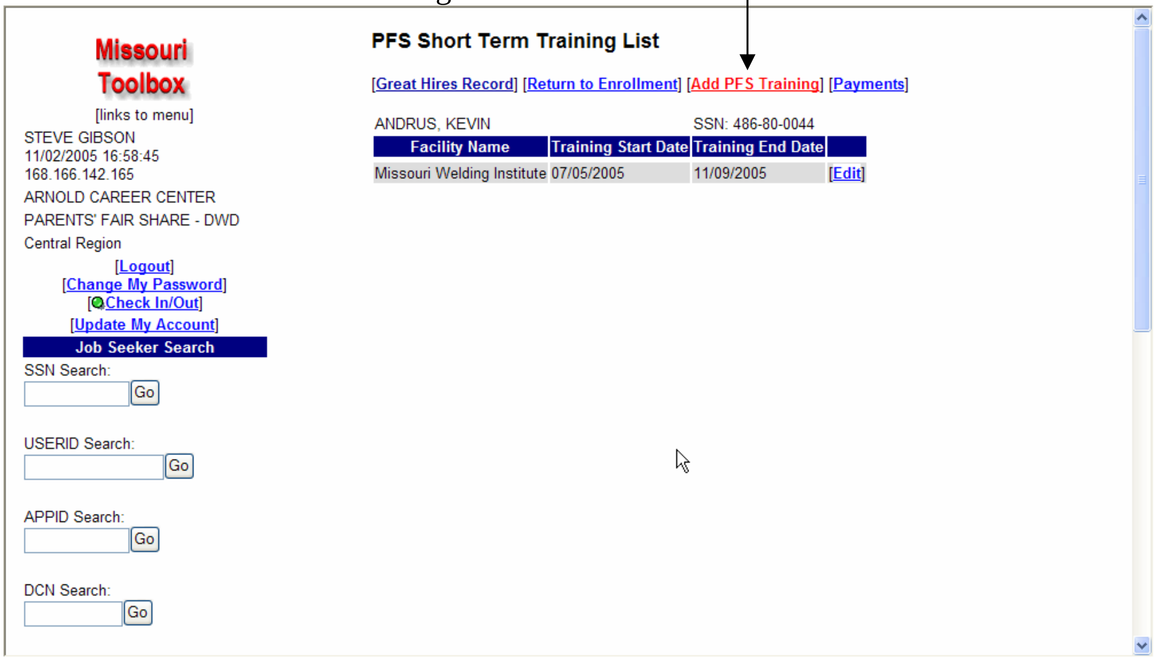
Ex. I have an NCP, Michael Smith, SSN 444-44-444. He's a Veteran and has an extensive medical background from the military, no legal issues and seems to be a good candidate for LPN training based upon the CHOICES assessment completed 10/25/05. The training is 6 months at the Met Center. NCP is making child support payments as agreed upon. I the NCP passes the LPN entrance exam, and qualifies for the Pell Grant, may I proceed with the Certification and Training Agreement.

Once the PFS Coordinator has sent an e-mail approving the training request, the Vocational Skills Based Activity must be entered.

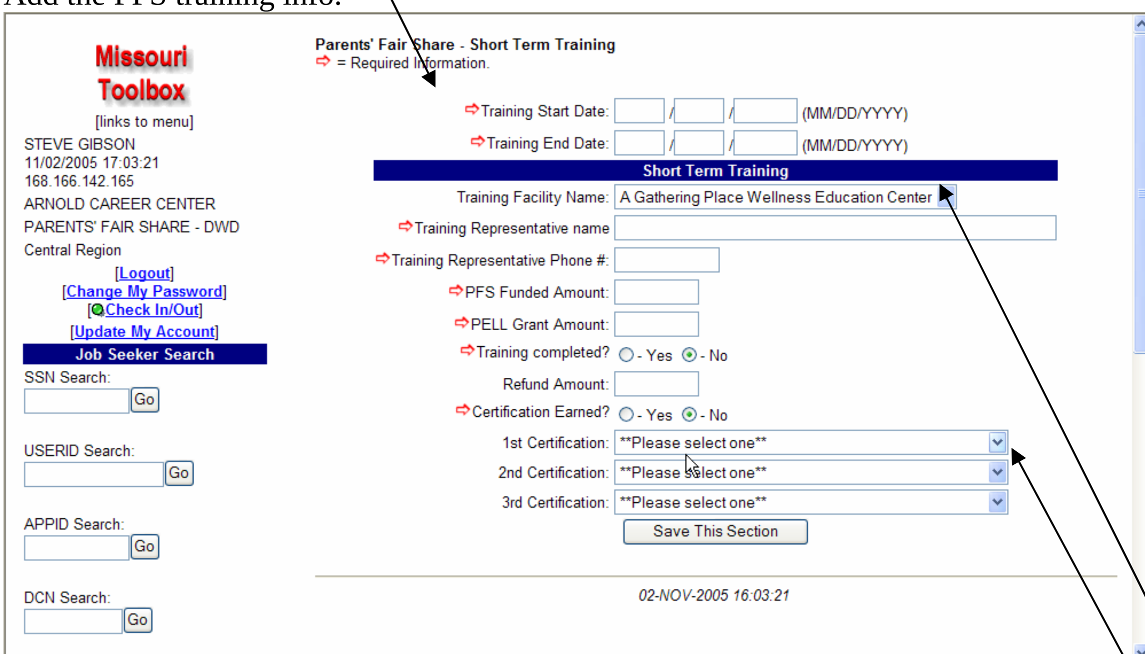
- The beginning date and end date must be entered for the activity.
- Click on training.



- Click on Add PFS Training



Add the PFS training info.



If a training school is not listed in Vendor drop down, e-mail the PFS Coordinator to have the vendor name and Certification Training offered show in the drop down boxes.

When the training program is completed, it will be appropriate to go back to the Vocational Skill Based Training Program and end the activity. The training completed button and Certification earned buttons will need to be clicked on.

If the training program was not completed for whatever reason and a refund is due, that amount needs to be entered in the refund amount box.

PFS participants that do not complete training programs due to failing UA, dropping out, or any other negligent reason must be unsuccessfully exited from PFS by the PFS Case Manager. A case note should be completed documenting the unsuccessful exit reason.

No PFS participant should be in any training funded by PFS and not paying child support. Turning in the PFS Attendance Form is mandatory for all in training funded by PFS. The PFS attendance form should be faxed to the attention of the PFS Case Manager weekly by the PFS participant.

The PFS Case Manager needs to keep a record of the Certification and Training Agreements and Trainee Termination Reports in the Certification and Training Agreements section of the paper file for each participant receiving training.

Trainee Termination Reports are due on all PFS trainees from the training program whether a certification is obtained or not.

Trainee Termination Reports need only be sent to the PFS Coordinator if the participant failed to complete the training program.

Refunds of Training Funds
Depending on the training program, a refund of PFS funds may be due. This is dependent on how long the PFS Participant attended training before dropping out for whatever reason. The PFS Case Manager must evaluate the refund policy when completing the Certification and Training Agreement.

All refund checks should be made out to the attention of**: The Division of Workforce Development** and mailed to the PFS Coordinator at:

Division of Workforce Development
Attn: PFS Coordinator
421 E. Dunklin St.
Jefferson City, MO 65109

CHAPTER 13

EXITS AND CASE TRANSFERS

FSD/CSE PFS Techs and DWD PFS Case Managers can exit participants from the PFS program. PFS Case Managers should share information with FSD/CSE that may indicate a need to exit a participant from the program in the form of an exit warning alert. There are three types of exits: **Successful, Unsuccessful, and Other.**

Successful Exit

To be a successful exit from PFS, a participant must be employed 3 consecutive months and pay **full** current support for 3 consecutive months. They do not have to meet all of the goals of their IEP. (It is preferable that they do, but is not a requirement to be a successful exit). In most cases, in order to find and maintain employment and pay their child support, they will have met their goals. What has been found is that the one goal participants do not meet is obtaining their GED. An example of a successful exit might be: participant's goal was to go to truck driving school and find employment as a truck driver. PFS pays for the training. NCP successfully graduates from truck driver training. The participant is hired by ACME Trucking. The participant begins work on 04/2004 and begins paying **full** current support via IWO/OTW. After 3 months, the participant is still employed by ACME Trucking and has paid **full** current support for 3 months. The participant is a successful exit and will be exited. In the same situation, if one of their goals was to obtain their GED and the participant does not do so because he completed truck driving and found a job, then the participant would be considered a successful exit if he/she works 3 consecutive months and pays **full** current support for 3 consecutive months. If PFS has an impact on the participant receiving SSI or SSA disability as an example and the participant pays current support for 3 consecutive months, they would be a successful exit,

Another example would be a participant that has maximized their earnings potential and has multiple child support orders with current support due. If the participant is paying 50% of their disposable earnings (income after taxes) towards child support obligations, and it is evident that a better paying job does not exist, based upon the participants' aptitude and skills sets, that participant could be considered a successful exit. The monthly successful exits report completed by the PFS Case Manager should provide a description in writing of how each participant became a successful exit.

Unsuccessful Exit

Participant fails to meet the expectations outlined in the IEP or Temporary Payment Plan (TPP).

A participant may be unsuccessfully exited from PFS for several reasons. One condition of being in PFS is the participant must make monthly child support payments either as ordered or as

they agree to do on their temporary payment plan(s). If the participant fails to payments for 3 months; whether consecutive or not, they should be unsuccessfully exited from PFS. There could be exceptions which need to be evaluated on a case-by-case basis between the PFS Case Manager I and PFS Technician.

Other reasons to be unsuccessfully exited include: failing to meet their established goals outlined in the IEP. The monthly successful exits report completed by the PFS Case Manager should provide a description in writing of how each participant became a successful exit.

Other Exit

There are situations where the participant is neither a successful or unsuccessful exit. Examples: Participant who requests that they be exited (If a participant requests that they be exited from PFS, they will need to do so in writing.) Another example would be a participant that enters in patient substance abuse treatment while in PFS. If the treatment is 30 days, it would be in the participants' best interest possible to be exited from the program so that the total enrollment time won't be wasted.

One of the hardest things to determine is when to let go of a participant. In the case of one that is working and paying current support, the decision is fairly easy. For one who is not quite doing everything required, the decision is not that easy. PFS is about giving people choices; choices to make changes and/or improvements in their situations. Some may need a lot of pushing to meet their goals, others won't. You will need to determine how much support each needs and how many chances you will give them. There are no hard fast rules. If the participant has a history of not cooperating with child support, jumping from job to job, never following through on things, and they continue to not follow through, then you may not give this person many chances or more than one chance. An example might be a participant who has been in and out of drug treatment, you refer him or her to Pathways and he goes a few times and stops. You may not want to give this participant many more chances. The participant may have issues that keep them from following through; this person you may give several chances. You will learn those who are just playing you along and those who aren't. Another example might be a participant who in an OJT position. They have been in the position for 3 months and paying full current support plus arrears for 3 months. While they are technically eligible for successfully exit, you may not want to exit them until they have completed their OJT and have a full time position. Each participant is different, as is his or her situation.

You need to remember that participants only have 24 months to be in Parents' Fair Share. You may be doing them more harm keeping them in the program-and not progressing than exiting them when they are willing to make changes, reenroll them and they will have sufficient time to complete their goals.

Note: PFS paper files should be kept for 12 months after Successful, Unsuccessful, or Other exit.

Case Transfers

Non-custodial parents may relocate into a different DWD region than where they enrolled. When this occurs, the PFS paper file and case management responsibilities need to be transferred to the case manager in the region the NCP will reside in.

- Once the NCP has informed the PFS Case Manager that he/she is moving to another DWD region, the current PFS Case Manager needs to enter a case note indicating the move.
- The new PFS Case Manager is advised of the case transfer by e-mail. An "Other" alert must be generated indicating the move also to include the address, city, state, and zip code of the new address. The counselor is updated with the new PFS Case Managers info.
- The new PFS Case Manager establishes contact with the NCP by sending an initial contact letter and /or phone call, to meet with them.

Chapter 14

MONTHLY PFS REPORT

There are **three** monthly reports that are due to the FSD/CSE Coordinator each month by email.

- **Enrollment Report**-The total number of active participants in a caseload each month, per case manager. Ex.. The PFS Case Manager for the NW Region would submit enrollment reports from Toolbox for the St. Joseph Career Center and Chillicothe Career Center.

- **Successful Exit Report**-The total number of active participants that have remained employed full time (40 hours per week, regular and verifiable) for three consecutive months and paid current support for three consecutive months, for each career center location.

- **Employment Report**-The number of participants in your load that obtain employment for that month, for each career center location. Info that is needed is the PFS participant's name, where employed, type of work, and wage per hour. The types of work to report are: Fast Food, Construction, Heavy Equipment, Professional/Technical, Food Service, Convenience/Gas Stations/ Maintenance, Factory Work, Transportation, Clerical/Office Work, Mechanics, Laborers, Health Care, Retail, Child/Adult Care, and Other.

PFS STATEWIDE AND REGIONAL REPORTS

In Toolbox, a monthly report is available.

1. On the Toolbox main page, click on DWD under Reports. (Middle of the page at the bottom.)
2. On the next page, click on **Parents' Fair Share Reports.**
3. On the next page, click on **PFS Monthly Report.**
4. On the next page, click on "**Statewide Totals**" or "**Total by Region**"
5. On the next page select the report month, year, and region.

The following report is for 10/2006 for the Central Region.

PFS Monthly Production Report

10/2006

	TOTAL MONTHLY	TOTAL YEAR-TO-DATE
ENROLLMENTS		
A) Number of referrals	1059	16017
1) P and P (Missouri reentry process)	50	554
2) FSD/CDE referrals	729	11467
3) MORAP referrals	216	3217
4) Court Ordered referrals	4	68
5) Court Referred	60	711
B) Number of orientations held this month	213	2973
C) Number invited to orientation this month	786	10972
D) Number attending orientation	172	2582
E) Number of transfers	0	11
F) Number of enrollees	116	2078
G) Number of assessments	183	2944
H) Number of reassessments	1	8
I) Number of IEP's	196	2988
J) number of re-IEP's	1	26
PARTICIPANTS		
A)Total number of participants	778	11102
1) Number of active participants	113	1548
B) Number employed	62	1049
1) Total Wages $7.50 and under	20	375
2) Between $7.50 and $9.99	28	386
3) Between $10.50 and $12.49	9	200
4) Between $12.50 and $14.99	2	36
5) Between $15.00 and $17.49	1	21
6) Between $17.50 and $19.99	1	9
7) Between $20.00 and $22.49	0	2
8) Between $22.50 and $24.99	1	5
9) Between $25.00 and over	0	15
C) Number finding employment	414	5165
D) Number attending GED classes	15	277
E) Number receiving GED this month	13	191
F) Number in vocational training	22	340
G) Number in vocational rehab	2	16

H) Number in OJT	2	21
I) Number referred for mediation	6	43
J) Number receiving TRE	493	8669
K) Number receiving WRE	18	276
L) Training funds authorized	70615	852238
M) Number in subsidized employment	2	30
N) Number of participants dually enrolled	0	5
O) Number receiving substance abuse treatment	12	139
EXITS		
Successful Exit	18	498
Unsuccessful Exit	132	2283
Other	29	645
NUMBER OF EMPLOYED PARTICIPANTS	1062	13064
1 month	59	1182
2 months	64	839
3 months	42	769
4 months	55	718
5 months	76	621
6 months	64	514
7 months	58	386
8 months	45	281
9 months	42	158
10 months	0	53
11 months	0	21
12 months	0	0
13+ months	557	7522

Select the PFS statewide report for a month and year.

The following the PFS statewide report for 10/2006.

PFS Monthly Production Report

10/2006

	TOTAL MONTHLY	TOTAL YEAR-TO-DATE
ENROLLMENTS		
A) Number of referrals	1059	16017
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PARTICIPANTS		
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7 months	58	386
8 months	45	281
9 months	42	158
10 months	0	53
11 months	0	21
12 months	0	0
13+ months	557	7522

CHAPTER 15

Missouri Reentry Process (MRP)

DWD Point of Contact Expectations

08/22/06

1. DWD Points of Contacts making Career Center 101 Presentations in Missouri Department of Corrections.

The current Transitional Housing Unit institutions are Algoa, Boonville, Pacific, WRDCC in St. Joe, Vandalia, Tipton, Moberly, Chillicothe, Farmington, Cremer Therapeutic Community Center (Fulton), Maryville and Western Missouri. Career Center 101 Presentations will need to occur in these institutions.

- DWD Points of Contact will provide monthly Career Center 101 Presentations to the specified Missouri DOC Institutions.
- The monthly Career Center 101 presentation should be scheduled at the same date and time each month for consistency.
- Steve Gibson and Rodney Henry will assist in DWD gaining access to each THU institution by providing contact names and numbers of DOC staff.
- DWD Points of Contact will ensure that Guide to Services, WOTC pamphlets and business guides, Federal Bonding Fact Sheet, Veterans Services and PFS brochures are available for distribution to all offenders in the THU's.

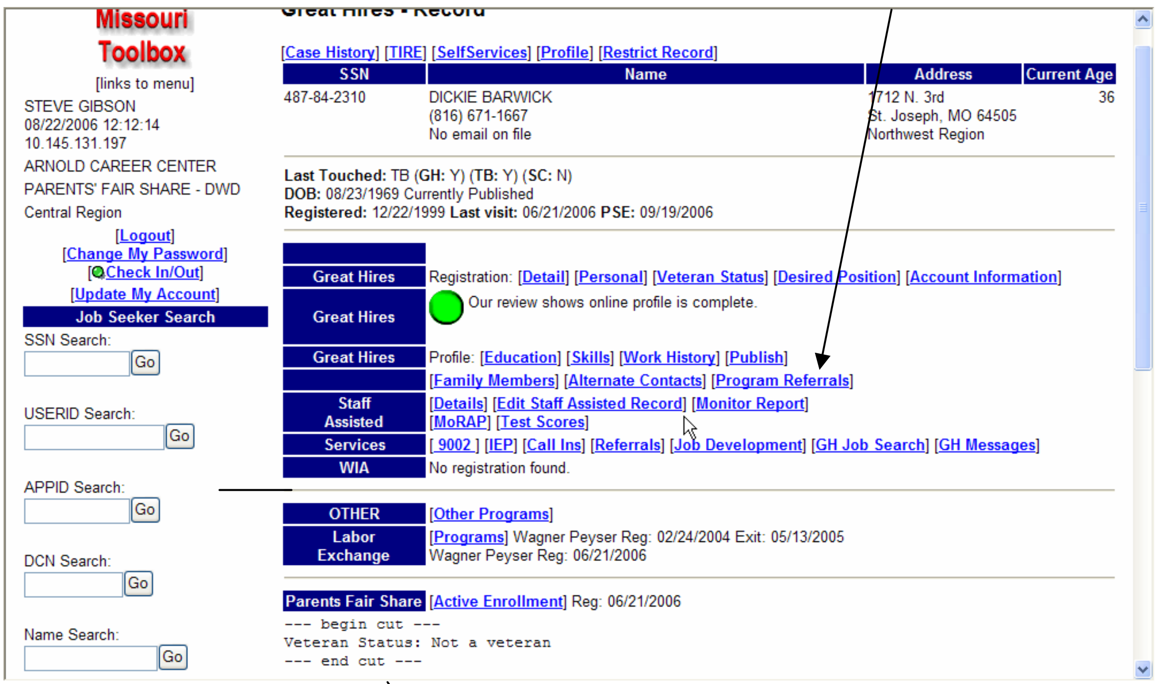
2. DWD Points of Contact setting up Missouri Career Center appointments for offenders referred by THUs, MO P&P and US P&P.

- The THU staff will send an email indicating the offenders release date along with the offenders SSN at least two weeks prior to release. An e-mail from the THU could be less than a week due to early release of an offender. The Veterans Representative, PFS Case Manager, Career Center Counselor, or other designated DWD staff will respond to the e-mail (Reply to all) from the THU indicating the date and time of the appointment in the Missouri Career Center, for each offender. The DWD staff person scheduling the career center appointment must do so within **2** working days of receiving the e-mail requesting an appointment for MRP referred offenders. For THU referred offenders, the

appointment date and time should be scheduled **7** working days maximum after the release date. (*Updated 08/22/06)*

- Offenders referred by MO P&P and US P&P will not have release dates. Career Center appointments for MO P&P and US P&P referred offenders should be scheduled within **5** working days maximum of the e-mail request. Please reference the THU checklist on info that should be provided by THU staff requesting career center appointments.
- The Veterans Representative, PFS Case Manager, Career Center Counselor, or other designated DWD staff will complete an entry from (Program Referrals) in Toolbox indicating the location, date, and time of the career center appointment for each offender. This process replaces entering a case note to document a career center appointment being scheduled.

1. Click on program referrals under the individual's Toolbox record.

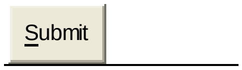


2. Select Program Referral type.

Program Referrals

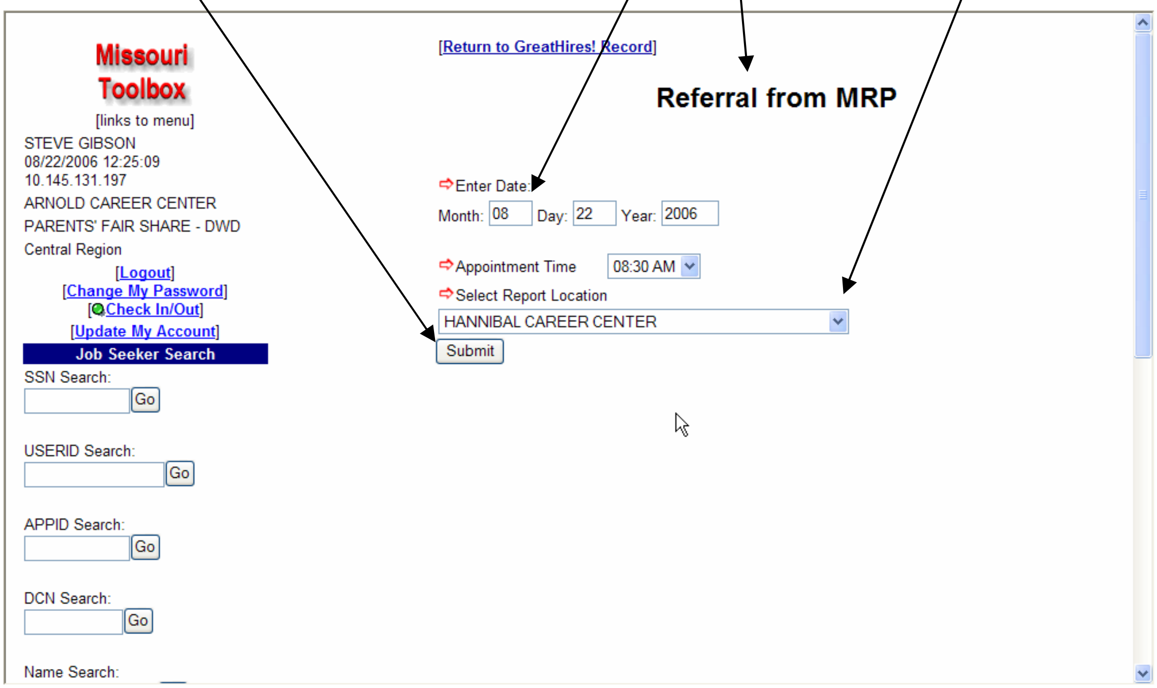
Select a Program Referral: MRP Referral, MO P&P referral, or US P&P referral.

Program Referral: **Please select one**



Click submit.

3. The next page is displayed. This is an MRP Referral. Enter the correct date, time, and career center location for the career center appointment. Career Center appointments should be scheduled 7 working days maximum after the offenders release date.
Select Career Center Report location for MRP, MO P&P or US P&P referral.
Click submit.



This entry will appear on the Case History automatically:
BARWICK, DICKIE Case History

08/22/2006 11:32:11 - Referral from MRP - on 08/22/2006 - Counselor: GIBSON, STEVE - Appt Time: 08:30 - Location: HANNIBAL CAREER CENTER

This entry will appear on the TIRE automatically.
DICKIE BARWICK
487-84-2310
08/22/2006
Referral from MRP - on 08/22/2006 - Counselor: GIBSON, STEVE - Appt Time: 08:30 - Location: HANNIBAL CAREER CENTER

- The TAP and CHOICES assessment should be faxed by the THU staff after requesting the Missouri Career Center appointment by e-mail. The fax cover sheet should indicate the offenders SSN and offense. The e-mail from the THUs staff should indicate if the offender is a veteran or has been referred to PFS by using the PFS P&P Referral form.

The Veterans Representative, PFS Case Manager, Career Center Counselor, or other designated DWD staff will determine what services are needed for each THU referred offender by reviewing the TAP and CHOICES assessment. (Note: Every offender may not have a TAP prior to release from a THU). Attempt to determine appropriate services when the offender comes in for their appointment. Each TAP and CHOICES assessment should be kept in a paper file that his kept in a file cabinet. Only those staff that need to provide service should review the TAP.

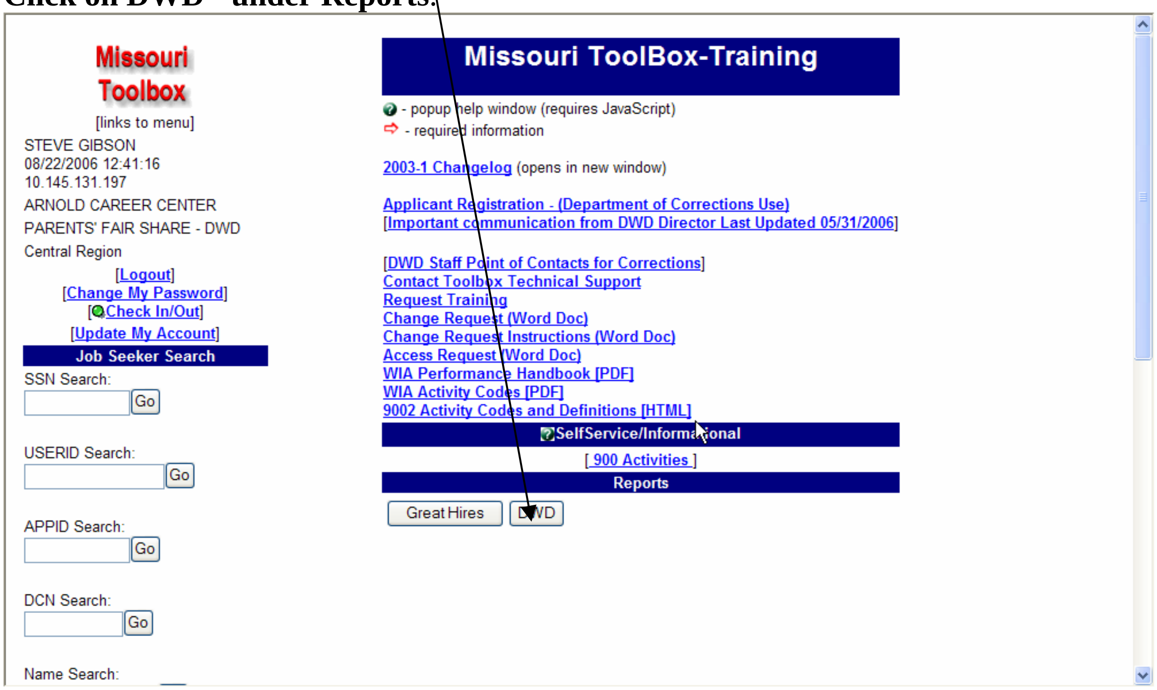
- If the offender **is** eligible for Vet services, the Veterans Representative will schedule the career center appointment and meet with the offender at the date and time specified.

- If the offender **is** eligible for PFS services, the PFS Case Manager will schedule the career center appointment and meet with the offender at the date and time specified.

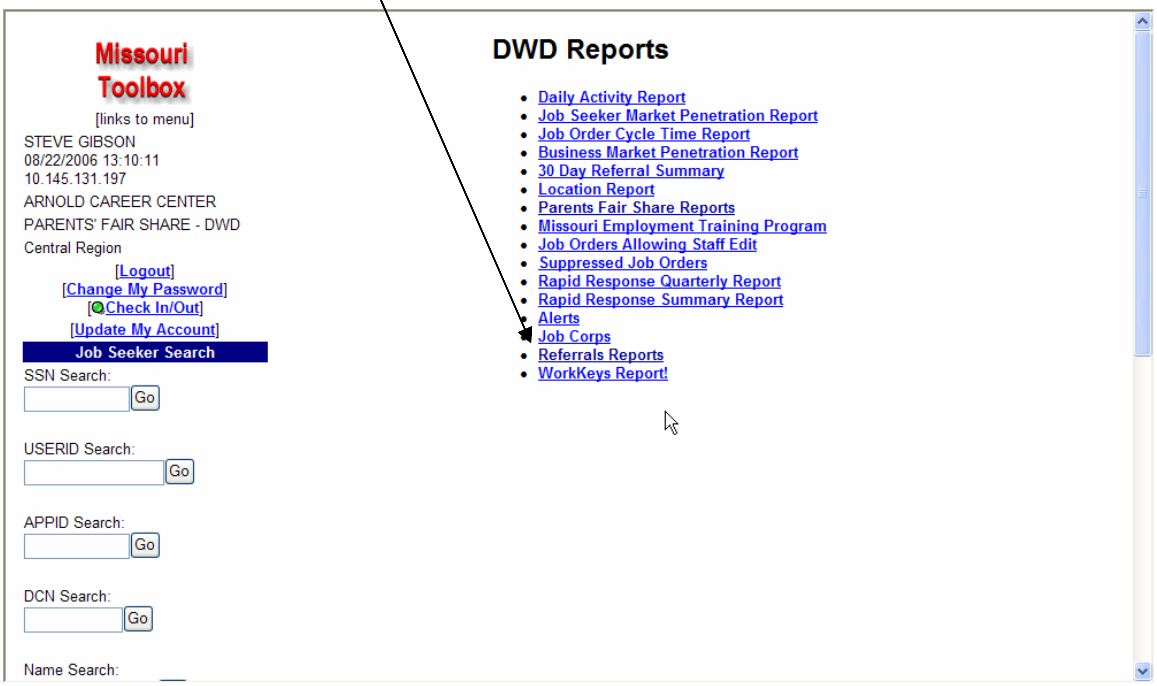
- If the offender **is not** eligible for Vet or PFS services, a Career Center Counselor or other designated DWD staff person will schedule the offender's appointment to ensure that appropriate service is provided in the Missouri Career Center by DWD, WIA, or other service agency staff. It is the responsibility of the local career center management to establish which career center staff person(s) that will schedule these appointments. (Policy date 02/2/406)

- If the offender fails to keep the scheduled appointment, the following must occur.

Click on DWD - under Reports.

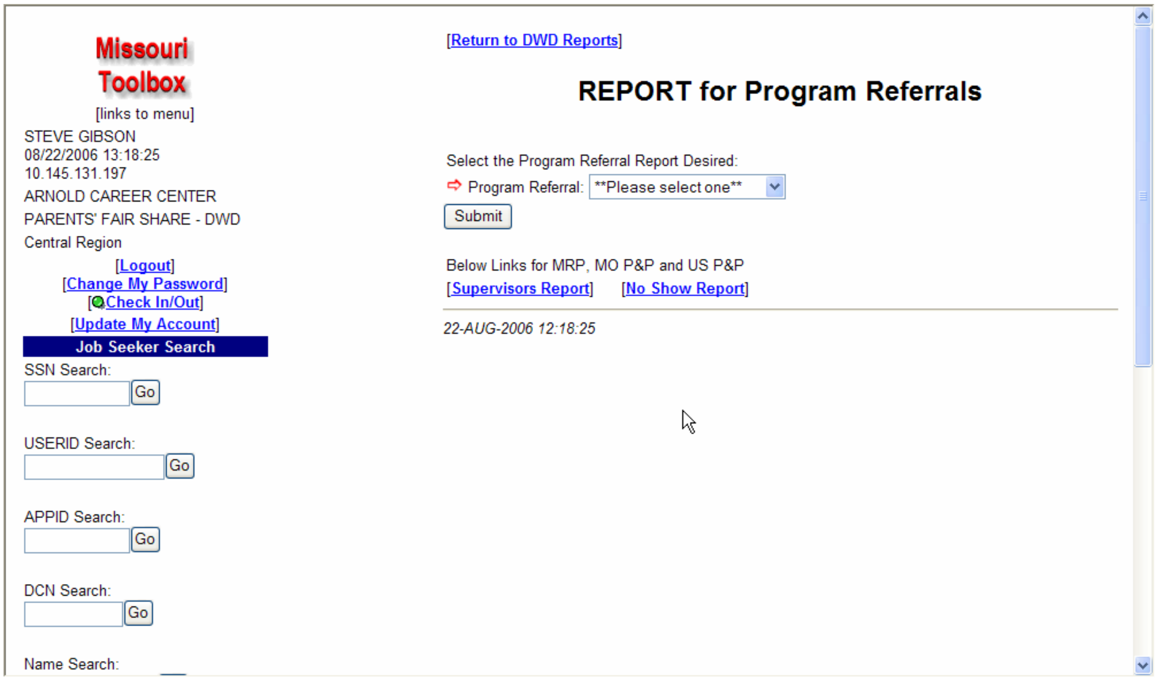


Click Referral Reports.

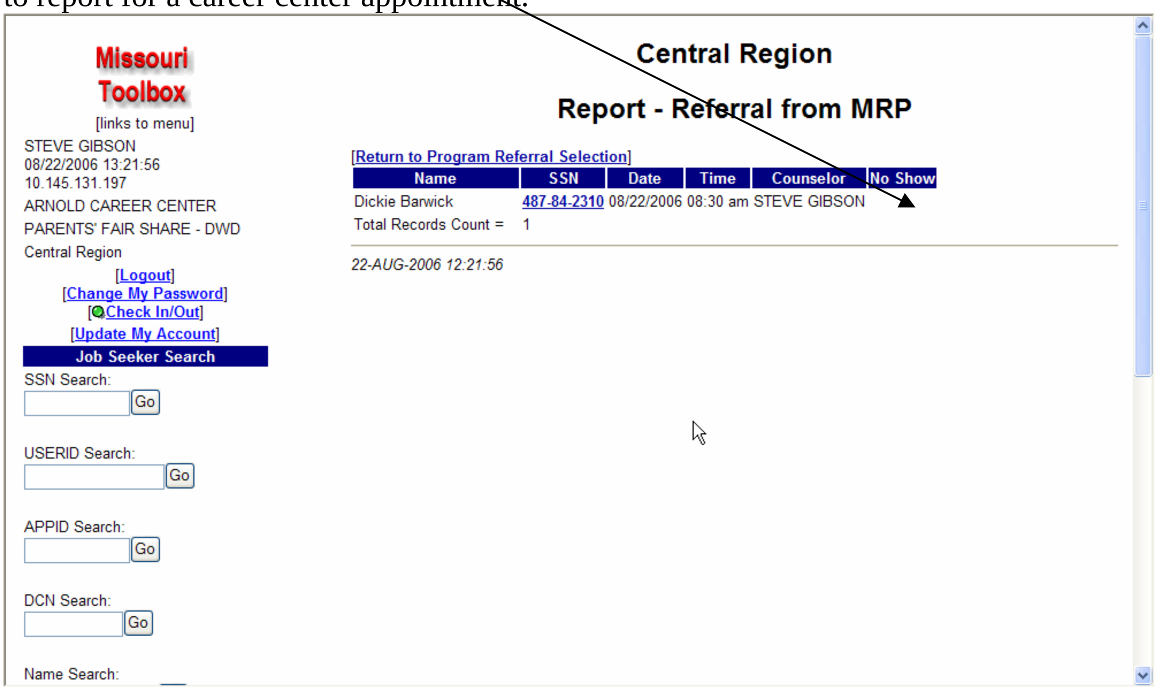


Select the Program Referral Type. Referral from MRP, Referral from MO P&P, or Referral from US P&P.

Click Submit.



The following report is displayed. The report shows the name, SSN, date, time and counselor scheduling the career center appointments. The link for No Show appears the first day after the appointment date. The offender has up to 5 working days after the scheduled appointment date to report for a career center appointment.



Example of No Show link.

CENTRAL REGION

[Return to Program Referral Selection]

Referral From	Name	SSN	Date	Time	Counselor	Location	No Show
US P & P	Tina Bonnot	491-11-1111	06/23/2006	08:30 am	TINA BONNOT	CENTRAL OFFICE	NO SHOW
Total Records Count =	1						

22-AUG-2006 12:28:10

Click NO SHOW. If the ex-offender has not kept the appointment as specified, the link can be clicked on the day after the appointment was not kept. The no show can be generated up to **5** days after the appointment was not kept. On the 6th day, the NO SHOW goes to the Supervisor's Report.

(Note) The Supervisor is the only staff person that can remove NO SHOWS from the NO SHOW report.

Click on NO SHOW from the previous page and the following occurs on 491-11-111s Toolbox Record.

This entry will appear on Case History automatically.

BONNOT, TINA Case History

08/22/2006 12:37:28 - Referral from US P & P No show for appointment on at for Location: ARNOLD CAREER CENTER

This entry will appear on the TIRE automatically.

TINA M BONNOT
491-11-1111
08/22/2006

Referral from US P & P No show for appointment on at for Location: ARNOLD CAREER CENTER

Note: E-mails to the THU staff or P&P staff indicating appointments not being kept are no longer necessary.

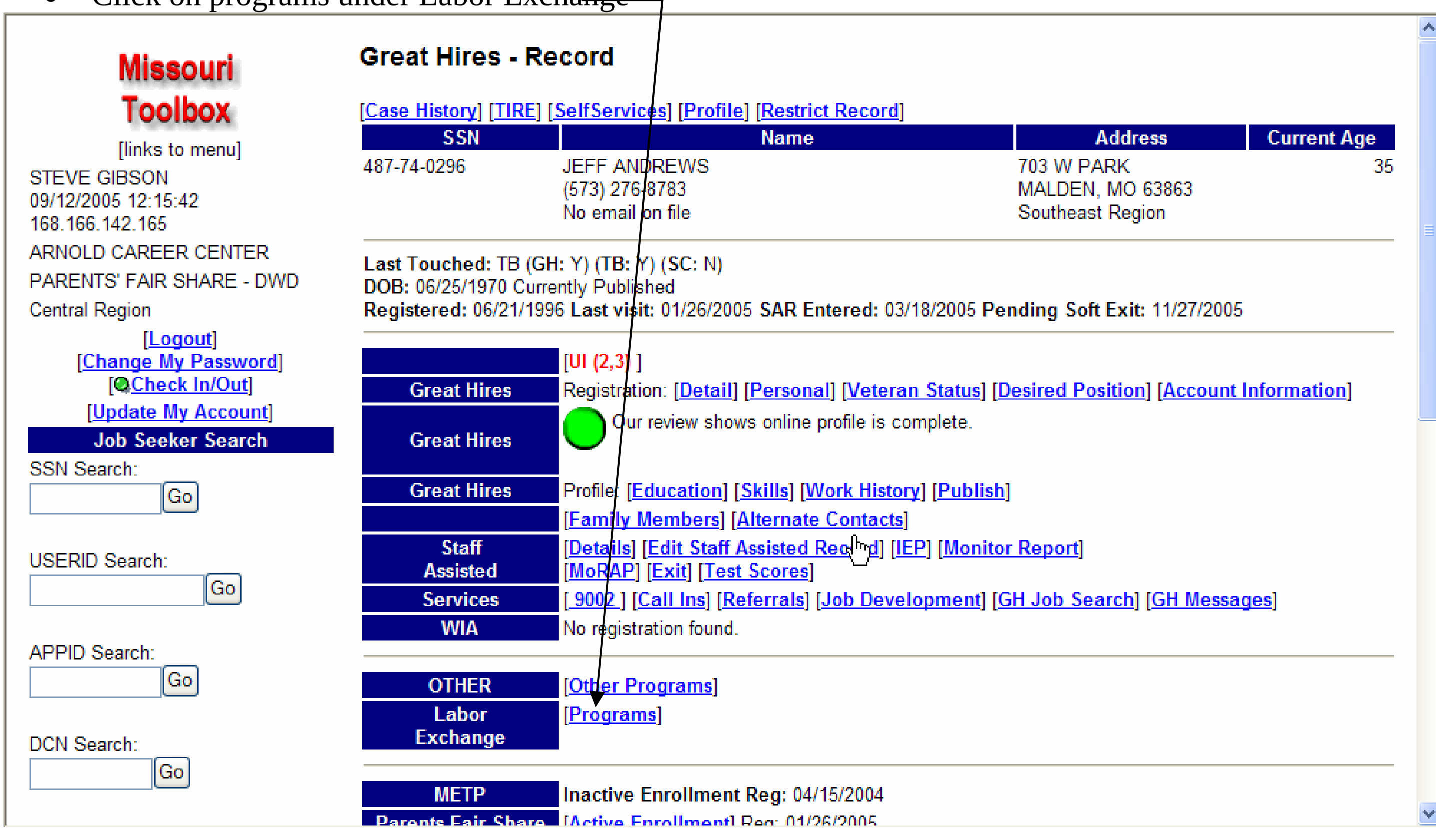
3. Career Center Appointments

When the THU referred offender comes in for the scheduled appointment, the offender will need to be identified as an MRP offender in Toolbox. The following process outlines the procedure: The IEP is only completed for offenders referred from THUs.

Note: The IEP does not have to be completed for referrals from MO P&P and US P&P. Core services should be provided to them.

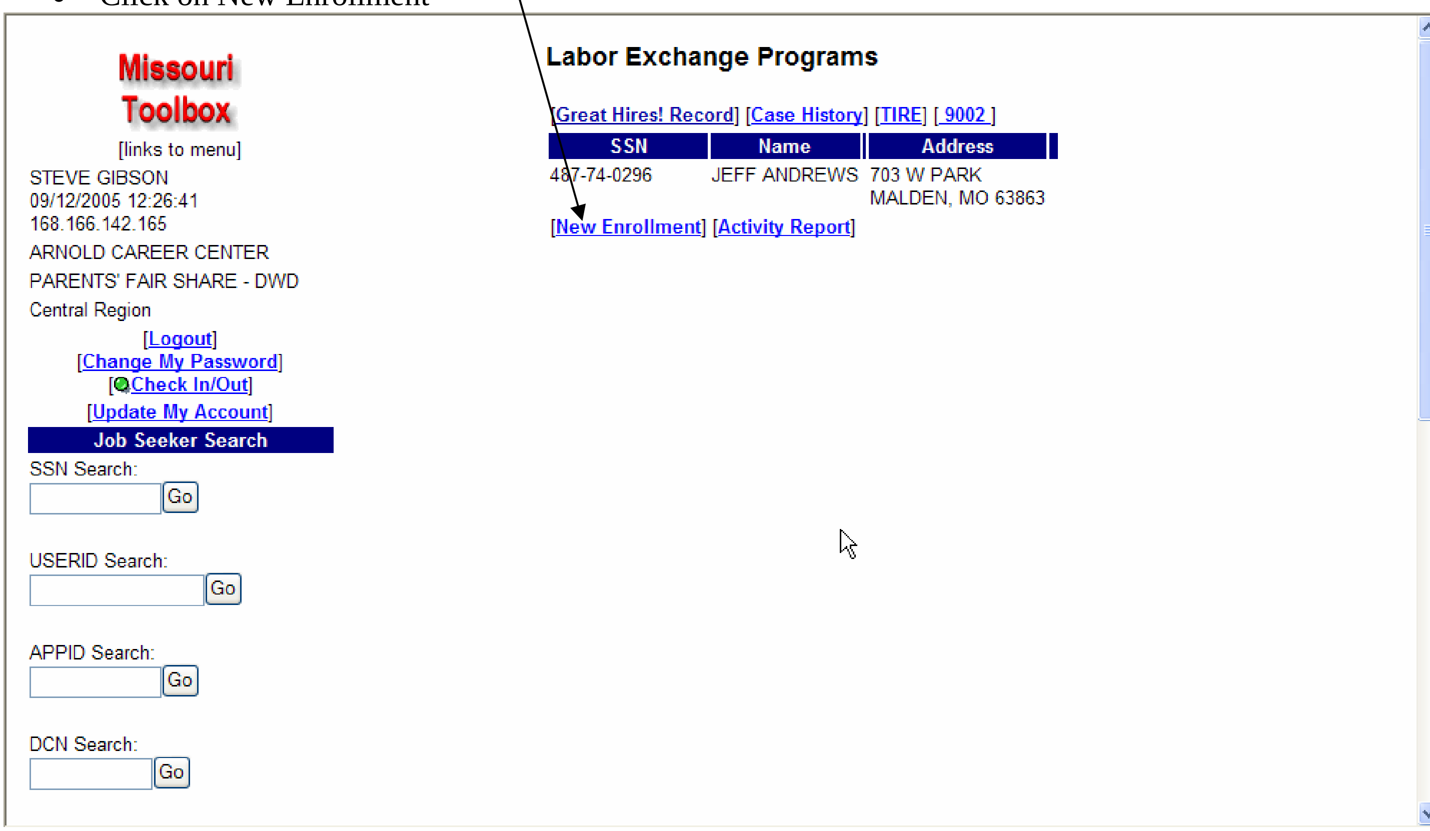
MRP, MO P&P, and US P&P Enrollment in Toolbox

- Sign on to Toolbox.
- Enter SSN of the offender to obtain Great Hires Record.
- Click on programs under Labor Exchange



The page below will be displayed after clicking on programs.

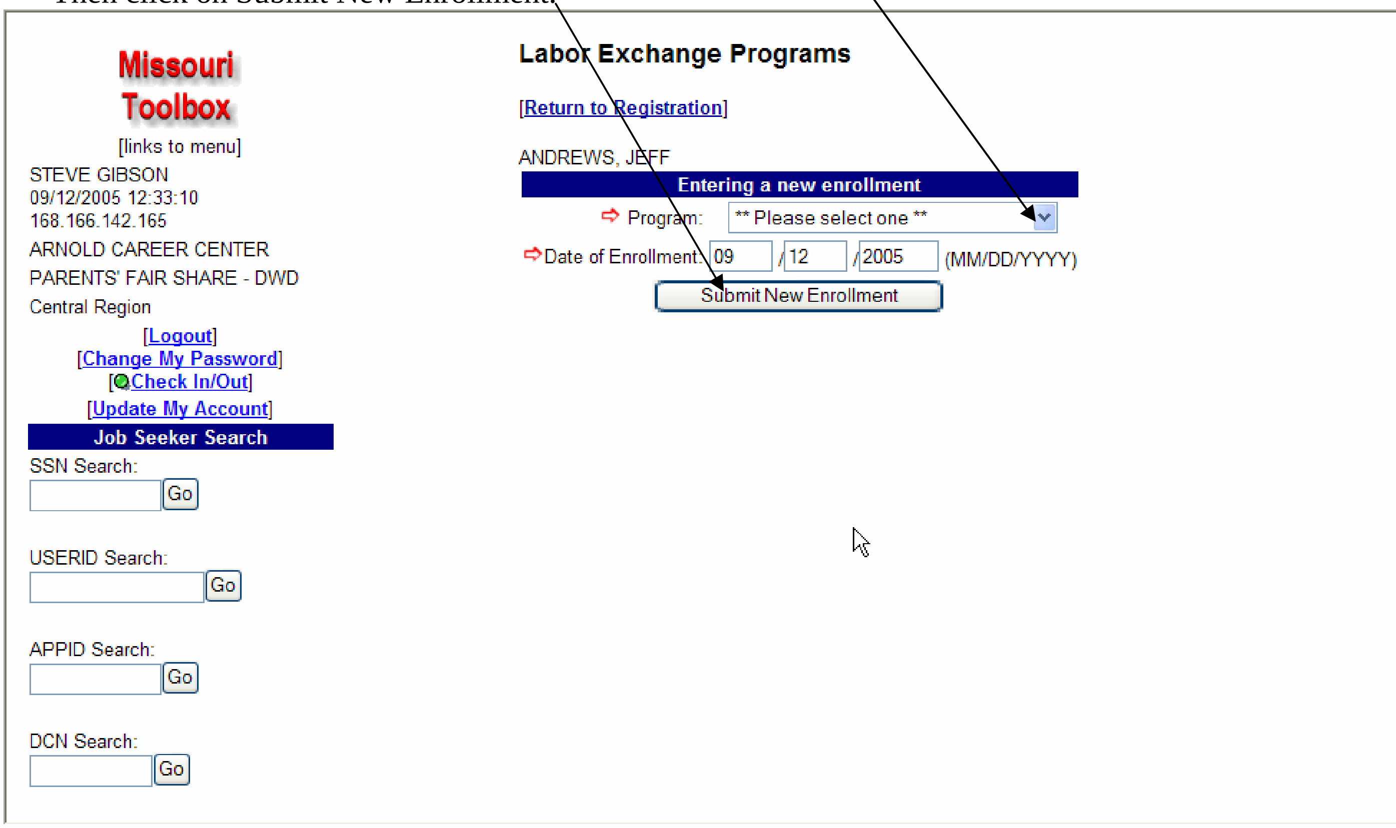
- Click on New Enrollment



Page will be displayed.

Select MRP, MO P& P or US P&P Program from the drop down box.

- Then click on Submit New Enrollment.



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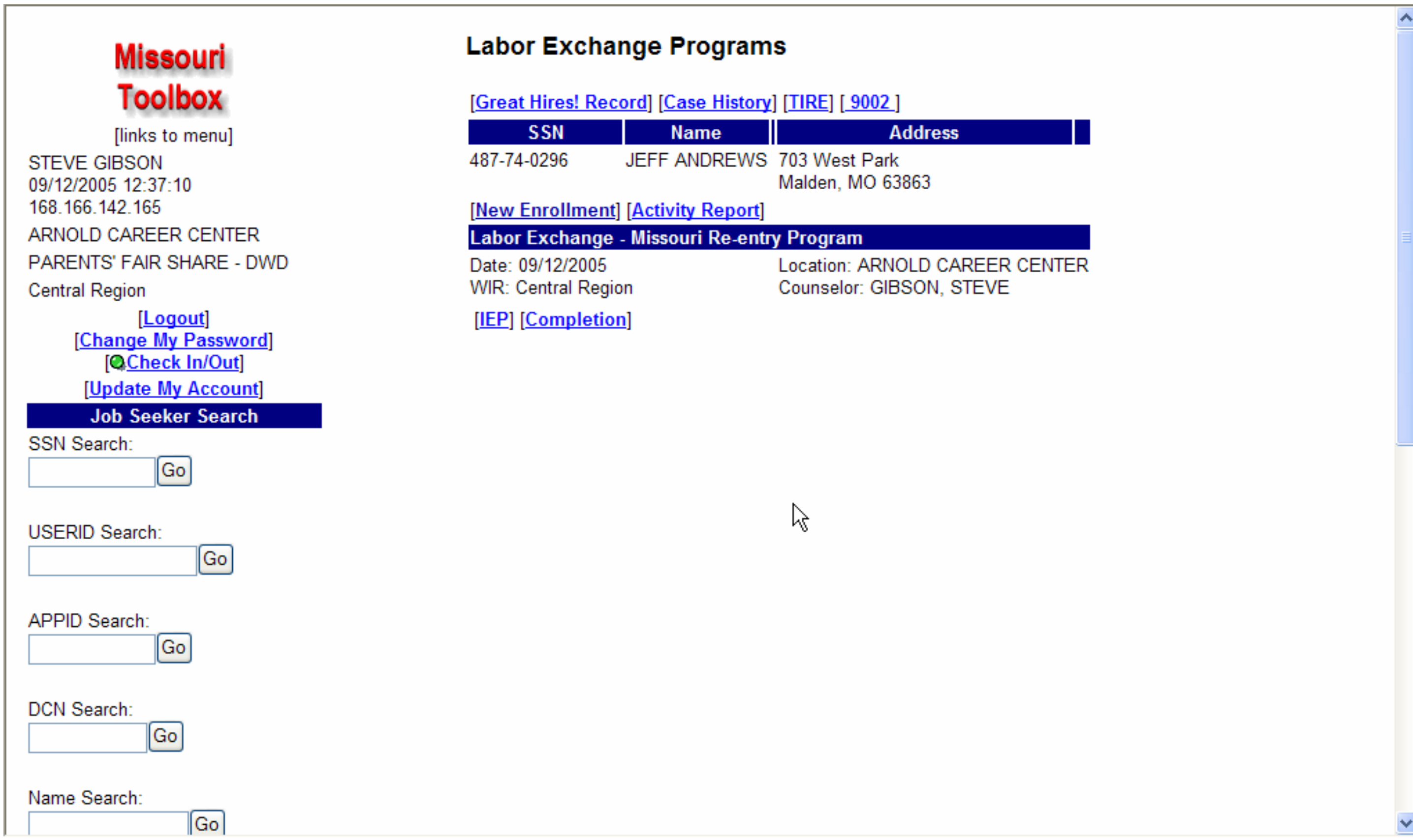
See next page.

Page will be displayed.

- Complete the Missouri Re Entry IEP for offenders referred by THUs. IEP is not necessary for MO P&P and US P&P referrals.

- Determine completion reason as appropriate.



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- An entry will be created on the TIRE to indicate MRP enrollment. MRP **is not** a program. It is a process. The below TIRE entry documents that DWD is providing service to the offender.

[Return to GREAT HIRES! Registration Record]

JEFF ANDREWS
487-74-0296
09/12/2005

Labor Exchange enrollment: Missouri Re-entry Program created by: GIBSON, STEVE - Program: PARENTS' FAIR SHARE - DWD Location: ARNOLD CAREER CENTER

- Complete MRP checklist and place in the paper file. (Policy date: 12/28/05)

4. Discussion about WOTC and Federal Bonding

After completing the MRP enrollment in Toolbox, discuss with each offender if they are familiar with how to present the WOTC Business Guide to a prospective employer. The

offender needs to present the WOTC Business Guide to the prospective employer when completing an application and/or prior to an interview. Please provide the WOTC Business Guide (At a maximum 3 at a time as requested) to the offender. The DWD WOTC Coordinator is Jennifer Buechler. Employers can reach her at 573-751-9839. Or e-mail at jennifer.buechler@ded.mo.gov.

For Federal Bonding, provide the offender with Lamont Brown's (DWD Federal Bonding Coordinator) phone number**, 573-526-8217**. Lamont Brown will discuss with the offender how Federal Bonding can be obtained through DWD, his e-mail address is lbrown@ded.mo.gov. The discussion between Lamont Brown and the offender could occur during the MRP enrollment. The Vet Rep or PFS Case Manager could attempt to call him. If he is not available, the DWD staff person could leave a message with contact info for the offender.

The Federal bonds offered by DWD are offered up to $25,000 per offender. The offender should provide the prospective employers with Lamont Brown's contact information.

For the Work Opportunity Tax Credit, provide the offender with WOTC brochures. The offender must read the brochure and understand how WOTC works. Before, during or after the interview process, the offender should provide the WOTC brochure to the prospective employer and direct them to contact Jennifer Buechler (WOTC Coordinator), phone number 573-522-9581.

CHAPTER 16

TIME MANAGEMENT

In order to be a successful as a PFS Case Manager, you must be able to manage your time wisely. The first thing you need to do is request a monthly minder, calendar or organizer and carry it with you at all times. It is important that you have your schedule planned in advance and with you at all time. You need to plan your days and weeks in an economical method.

To accomplish this you are to do the following:

1) Be flexible. For the most part you should work a 40-hour work week. You are to schedule all of your orientations, assessments, monitoring, etc during these hours. However there will be times that you may have to adjust your schedule to perform your job. You may need to hold an afternoon orientation, one that starts at 3:00 pm and ends at 5:00 pm. You may have to work on a Saturday. If this is the case then you need to adjust your hours during the week to allow for the time on Saturday. You should never work on a Sunday. All time worked outside of a 40-hour schedule must be cleared with your immediate supervisor.

2) Conserving your time. You are to schedule your time so that you are in the office a full two days a week. You need to time to do paper work, follow up on referrals, and monitor the progress of participants. To do this, you need to set regular times to do orientations and assessments in each of the counties that you cover. As an example, if you cover the counties of Ray, Saline and Carroll, you are to set certain days each month to be in each county to do orientations and assessments. You might pick that on the 1st Tuesday of each month you will hold orientation in Carroll County, on the 1st Thursday of the month you will hold orientation in Ray County and on the 2nd Wednesday of the month you will hold orientation in Saline County. **You will need to set aside a full day to do assessments in each of these counties, so you are not going back and forth several times a week to the same area for the same thing each time.** Since most of your enrollees are unemployed when they enroll, they should be able to meet with you at your convenience. So set certain days for assessment, such as the 2nd Tuesday of the month you are in Carroll County, etc. That way you have a set routine. You need to be conservative with your time. You have a lot to do and not a lot of time to do it. By setting your schedule in this manner, it allows you some flexibility for rescheduling, emergency situations, and last minute assignments.

3) Monthly staffing with your Supervisor. You will be required to have a monthly staffing with your immediate Supervisor. On some occasions your Regional Manager may sit in on these staffing. These staffing will be regularly scheduled, such as the 3rd Wednesday of each month, so you can schedule your time accordingly. At these staffing meetings, you will be going over cases, how they are progressing, what has been done, what needs to be done, and exploring alternatives. These staffing are to assist you in working with your participants.

4) You will be required to turn in weekly itineraries. You will turn into your immediate supervisor and other designees as necessary each Friday, for the next business week. This will list out where you will be, how to reach you and whom you are meeting with. It is important that your Supervisor knows where you are going and how to reach you if an emergency arises. This is also a safety precaution for you. You will need to report any changes to your weekly itinerary/schedule to your supervisor. You should always carry your

calendar with you at all times. You will be expected to bring your schedule with you to all staffings with you Supervisor.

5) Attending meetings. You may be asked to serve on boards or committees for local service providers. If asked, you need to bring this to the attention of your immediate Supervisor. It will be the decision of the Supervisor and Manager as to whom, if anyone, will serve on these boards and committees.